INFORMATION TECHNOLOGY
STRATEGIC PLAN

FOR FISCAL YEARS: 2023-2025

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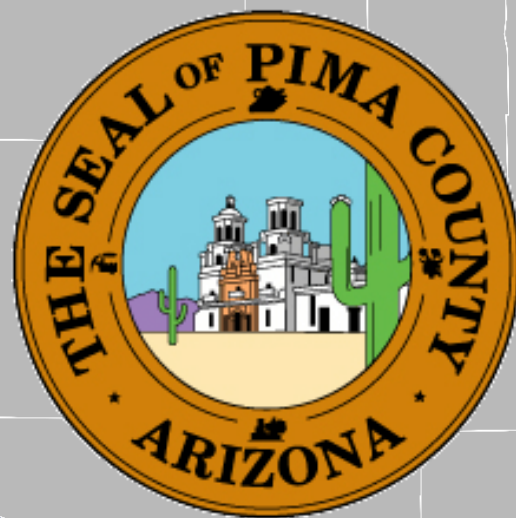# PIMA
COUNTY

TABLE OF CONTENTS

INTRODUCTION

This is a three-year information technology strategic plan for the courts in Pima County covering the period from January 2021 through June 2025. It was created as an update to the FY22-FY24 plan submitted in March 2021.

The courts in Pima County are composed of the following:

Superior Court
Clerk of the Court
Juvenile Court
Pima County Consolidated Justice Court
Tucson City Court
Ajo Justice Court
Green Valley Justice Court
Marana Municipal Court
Oro Valley Magistrate Court
Sahuarita Municipal Court
South Tucson City Court

The Presiding Judge of the Superior Court provides broad administrative direction to the courts of the county. Each court also works closely with its local funding agency, which is county government for Superior, Juvenile and Justice Courts and city government for municipal or magistrate courts.

Automation for the county's municipal courts is primarily centralized with the Administrative Office of the Courts. Superior Court (including Juvenile) and the Consolidated Justice Court function on their own systems. The courts participate in providing direction for the strategic automation projects through a variety of user and other statewide policy groups. These include:

- The Commission on Technology and its subcommittees:
    - Court Automation Coordinating Committee,
    - Probation Automation Coordination Committee, and
    - The Technical Advisory Council.
- The JOLTSaz Statewide Dependency and Delinquency Users' Groups; and
- The Adult Probation Enterprise Tracking System (APETS) Statewide Users' Group.

Courts are also represented on the Clerks of the Court Association, General Jurisdiction Case Management System Committee, Arizona Judicial Council, Committee on Superior Court, Committee on Limited Jurisdiction Courts, Superior Court Administrators Association, Limited Jurisdiction Court Administrators Association, as well as Code Standardization and Caseflow Managers Groups.

A. PLANNING METHOD AND PARTICIPANTS

As a result of changes authorized by the Commission on Technology, limited jurisdiction courts in the county have been excluded from the Superior Court Plan development process. With the consolidation of Superior Court's Information Technology division with Pima Consolidated Justice Court (PCCJC), their plan will now be submitted by Superior Court to the Administrative Office of the Courts. That plan will appear as an attachment to this document once published.

This section outlines the participants and processes that contributed to formulating the Information Technology Plan for the Pima Superior Court, Juvenile Court, and Clerk of the Court.

Participants included:

PIMA SUPERIOR COURT, JUVENILE COURT, AND CLERK OF THE COURT	
Name	Title
Ron Overholt	Court Administrator: Superior Court in Pima County
Cassandra Urias	Deputy Court Administrator: Pima County Superior Court
Tina Mattison	Deputy Court Administrator: Pima County Juvenile Court
Laura Bergan	Director, Information Technology: Superior Court in Pima County
Dean Hammel	Assistant Director, Information Technology Application Development: Superior Court in Pima County
Cody Meabon	Assistant Director, Information Technology Infrastructure: Superior Court in Pima County
Hon. Gary Harrison	Clerk of the Court: Superior Court in Pima County
Sean Abrigo	Director, Information Technology: Pima County Clerk of Superior Court

B. LOCAL COURT STRATEGIC AGENDAS, INITIATIVES, AND BUSINESS PRESSURES

B.1 JUDICIAL BRANCH STATEWIDE AGENDA

The court supports *JUSTICE FOR THE FUTURE: PLANNING FOR EXCELLENCE 2019-2024* and its vision to increase the public's trust in the court system, to inspire confidence that individual rights are being protected, and to ensure that all citizens are being treated fairly. This strategic agenda was released in July 2019 at the direction of the judiciary's new chief justice. It remains consistent with the previous *ADVANCING JUSTICE TOGETHER* vision and encompasses five broad goals, each associated with several key strategic business needs. The goals are:

1. Promoting Access to Justice;

2. Protecting Children, Families, and Communities;

3. Promoting Judicial Branch Excellence and Innovation;

4. Enhancing Professionalism within Arizona's Courts; and

5. Promoting Public Trust and Confidence.

The complete strategic plan is available at:
https://www.azcourts.gov/AZ-Courts/Strategic-Agenda.

B.2 LOCAL COURT STRATEGIC AGENDAS, INITIATIVES, AND AGENCY STRATEGIC AGENDAS, INITIATIVES, AND BUSINESS PRESSURES WITH RESPONDING LOCAL COURT AND AGENCY TECHNOLOGY INITIATIVES

The court has identified <u>additional</u> strategic business goals, initiatives, and pressures. Applicable information technology initiatives or projects have been aligned with them as follows:

Court/Local Agency Name	Strategic Agenda	Related IT Initiative(s)
Superior Court and Juvenile Court	Continued execution of the details of the Operational and Transitional Plan. Initiatives support: *Promoting Access to Justice;* *Protecting Children, Families, and Communities;* *Promoting Judicial Branch Excellence and Innovation;* *Enhancing Professionalism within Arizona's Courts; and* *Promoting Public Trust and Confidence*	Implement action items as approved and as priorities permit. Topic areas include: 1) Employee development and satisfaction; 2) Modernize and ensure safe courthouse facilities; 3) Provide better access and services to the public; 4) Case flow management, court processes, and efficient operations; 5) Improve public trust, understanding, and external relations. ITSD supports the work of action teams, and implementations when needed, as elements of the Operational and Transitional plan are executed.

Court/Local Agency Name	Strategic Agenda	Related IT Initiative(s)
Superior Court and Juvenile Court	In a joint effort with the Clerk, further develop Agave as an all-in-one case management and document preparation/distribution system. Initiatives support: *Promoting Access to Justice;* *Promoting Judicial Branch Excellence and Innovation; and* *Promoting Public Trust and Confidence*	Continued focus will be placed on maintaining and enhancing Agave based upon the needs of the court. This will include building a mental health application to meet Mental Health Court Standards, building an integrated Agave application that provides court interpreters with tools to manage interpreter assignments, and implementing new CCI mapping (or other technology) that meets State standardization requirements in support of state-wide initiatives.
Superior Court and Juvenile Court	Improve access to case information, scheduling and case time standard information to enhance the decision-making process for judges. Initiative supports: *Promoting Access to Justice;* *Promoting Judicial Branch Excellence and Innovation; and* *Promoting Public Trust and Confidence*	Continue to enhance judicial dashboards focused on providing Agave case data in a time standards format to assist judicial data-driven decision making.
Superior Court and Juvenile Court	Improve Court document management and workflow automation. *Promoting Judicial Branch Excellence and Innovation; and* *Enhancing Professionalism within Arizona's Courts*	Evaluate the implementation of the Judicial Branch OnBase document management platform to provide efficiencies for court staff documents. For example, Probation, Case Management and Pretrial.
Superior Court and Juvenile Court	Continue to improve the level of services to *self-represented* litigants to enhance their access to legal processes by improving forms and online capability. Initiatives support: *Promoting Access to Justice;* *Enhancing Professionalism within Arizona's Courts;* *Protecting Children, Families, and Communities;*	Continue to support enhanced Law Library on-line services (as requested) specifically focused on improving self-help services for SRLs in English and Spanish content, more on-line forms, and other self-help tools and information. Continue the translation of forms and instructions into Spanish (as approved by the prioritization committee).

Court/Local Agency Name	Strategic Agenda	Related IT Initiative(s)
	Promoting Judicial Branch Excellence and Innovation; and *Promoting Public Trust and Confidence*	
Superior Court and Juvenile Court	Continue work on evolving the security of the court's data and technology resources. Initiatives support: *Promoting Access to Justice;* *Protecting Children, Families, and Communities;* *Promoting Judicial Branch Excellence and Innovation; and* *Promoting Public Trust and Confidence*	Continue to monitor external threat activity through monthly scanning, proactively complete risk assessments to identify threats and vulnerabilities and execute required remediation actions. Implement technology enhancements (as feasible) to support security preparedness. Leverage Forcepoint Web Security for Superior and Juvenile Court to manage Internet content access. Continue to teach annual computing network security (CNS) classes to court staff.
Superior Court and Juvenile Court	Continue work on the court's business continuity and emergency management / COOP plan. Initiatives support: *Promoting Access to Justice;* *Protecting Children, Families, and Communities;* *Promoting Judicial Branch Excellence and Innovation;* *Enhancing Professionalism within Arizona's Courts; and* *Promoting Public Trust and Confidence*	With input from court administration and the COOP planning team identify critical technology resources required, and timeline for restoration, in the event of an emergency. Implement For-the-Record "Virtual Justice" technology that leverages cloud-based tools to support virtual and hybrid courtroom proceedings and public requests for courtroom audio.
Superior Court and Juvenile Court	Support case data integration and data sharing with the AOC. Initiatives support: *Promoting Access to Justice;* *Promoting Judicial Branch Excellence and Innovation; and* *Promoting Public Trust and Confidence*	Support data integration and sharing with the AOC and JOLTSaz through participation in state-level initiatives like e-filing, e-access, e-notifications, FARE, CCI, statewide dashboards, and other state initiatives. Participate as the pilot court in the FME Safe Software pilot to validate the product can support complex round-trip data transformations.

Court/Local Agency Name	Strategic Agenda	Related IT Initiative(s)
Superior Court and Juvenile Court	Integrate and/or share appropriate case data with local Justice Partners. Initiatives support: *Promoting Access to Justice;* *Protecting Children, Families, and Communities; and* *Promoting Judicial Branch Excellence and Innovation*	Participate with local justice partners through cooperative efforts in support of various Agave and JOLTSaz integrations with the Pima County Attorney's Office and the Office of Public Defense Services (projects defined as needed).
Superior Court and Juvenile Court	Provide data and reporting for sponsored programs and initiatives. Initiative Supports: *Promoting Access to Justice; Protecting Children, Families, and Communities;* *Promoting Judicial Branch Excellence and Innovation; and* *Promoting Public Trust and Confidence*	Work with Juvenile Court to provide data in support of Evidence Based Practice implementation and other initiatives such as Juvenile Detention Alternatives Initiative (JDAI), Family Drug Court, Incident Reporting, Alternative Community Engagement Services (ACES), Crossover Youth Practice Model (CYPM). Continue Superior Court involvement with Pima County Justice Partners by providing data identified through various grant initiatives (as needed).
Superior Court and Juvenile Court	Update and/or replace functionally deficient or end-of-life hardware or software products or platforms to maintain technical efficiency and/or cost effectiveness. Initiatives support: *Promoting Judicial Branch Excellence and Innovation*	Execute plans that address legacy technology (hardware or software) not aligned to AOC architecture standards (ongoing). Continue to replace end-of-life equipment and remediate legacy SQL databases. Complete Agave hardware and SQL upgrade in FY22/23.
Superior Court and Juvenile Court	Continue the process of upgrading courtroom technology to prepare rooms for virtual justice and future digital evidence requirements. Initiatives support: *Promoting Access to Justice;* *Promoting Judicial Branch Excellence and Innovation; and* *Promoting Public Trust and Confidence*	Upgrade the audio/visual technology in the remaining eighteen (18) courtrooms and the ten (10) remaining jury deliberation rooms under the ARPA Grant. Participate in the CASELINES pilot for digital evidence presentation in the courtrooms and viewing in the jury deliberation rooms.

Court/Local Agency Name	Strategic Agenda	Related IT Initiative(s)
Superior Court, Juvenile Court, and Clerk of the Superior Court	**One Court, One System** *Promoting Access to Justice;* *Protecting Children, Families, and Communities;* *Promoting Judicial Branch Excellence and Innovation;* *Enhancing Professionalism within Arizona's Courts; and* *Promoting Public Trust and Confidence*	Under the guidance of the Pima County Superior Court Technology Governance Board in discussion about moving to one court, one system to have all systems on one platform.
Clerk of the Superior Court	**E-file Expansion** Expand services and functions to the legal community and the public at large. Add more case types to Pima's e-filing model. Integrate e-filing processes into the current Clerk queue/kiosk environment. *Promoting Access to Justice* *Improving Court Processes to Better Serve the Public*	Broaden Pima Clerk's e-filing presence to allow all case types to be filed electronically 24x7 Expand e-filing to include all case types. Work with court partners to integrate e-filing access points. These access points will allow court partners to submit, share and access data/documents across the county network or over the Internet. Provide a revamped case initiation process for e-filed cases. Consolidate e-filing tasks into a workflow module. Broaden data sharing (documents/data) initiatives with local court partners.
Clerk of the Superior Court	**Public Access to Court Services** Provide improved court access to the legal community. *Promoting Access to Justice* *Improving Court Processes to Better Serve the Public* *Modernize Pima Clerk public access portals.*	Expand the Clerk's CMS web presence to provide functionality outside of the court - per Rule 123. Revamp public access points in key areas of the Clerk's Office. Access points include the following areas – • Marriage License Processing • Name Change • Passports • Orders of Protection • Remote document request • Expand online payment functions

Court/Local Agency Name	Strategic Agenda	Related IT Initiative(s)
Clerk of the Superior Court	**Document Management Workflow** *Leverage court automation to increase court staff productivity through automated workflows and queues.* *Promoting Access to Justice* *Improving Court Processes to Better Serve the Public*	Continue to update/add workflow modules into existing CMS/DMS applications. Workflow functions will provide customized data access views that are defined by the business flow and powered by electronic court documents and data. Expand DMS functions to external applications (e.g. e-filing, eAccess, and SmartBench).
Clerk of the Superior Court	**Expanded Document Management Services** Recoup valuable data entry lost when creating court related documents and streamline the document distribution process. *Promoting Access to Justice* *Improving Court Processes to Better Serve the Public*	Extend the existing electronic document creation software to broaden data integration points with the court's CMS, consolidate ADRS oriented tasks into an automated environment and provide NICS reporting functionality.
Clerk of the Superior Court	**Automated Courtroom Functions** Digitize hearing officer document review and signature functions. *Digitize Court Environment*	Expand and improve electronic signature and Hearing Officer review functions for e-filing.
Clerk of the Superior Court	**Expanded Financial Services** Expand Agave's financial features to include additional online payment functions, revamped financial management screens and additional collections/tax intercept functions within the financial suite. *Digitize the Court Environment*	Expand court financial obligation management functions within the existing CMS.
Clerk of the Superior Court	**Physical Asset/Exhibit (Evidence) Tracking** Retire existing file folder management and exhibit tracking software. *Update existing Clerk and Court support functions.* *Promoting Access to Justice*	Refresh file folder tracking software, implement electronic exhibit tracking functions and revisit COC courtroom automation.

Court/Local Agency Name	Strategic Agenda	Related IT Initiative(s)
	Improving Court Processes to Better Serve the Public	
Clerk of the Superior Court	**Case Data Analytics** **Incorporate dashboard functions into Agave that are powered by financial, document and case data.** *Digitize the Court Environment* *Improving Court Processes to Better Serve the Public*	Retool existing and create new reporting functions that will compliment the evolving COC business process and automated workflows. Pima COC intends to use data visualization tools as a means to provide an analytical view into COC managed data and services.

C. CURRENT TECHNOLOGICAL ENVIRONMENT

This section summarizes both the statewide and local hardware and software environment. Hardware includes mainframes, servers, desktops, and other peripherals. Software includes statewide applications, local software and desktop productivity tools.

HARDWARE

SUPERIOR AND JUVENILE COURT

Listed below are the total of the number of desktops, laptops and network printers in Superior and Juvenile Court.

Description	Total Count
Desktop total	858
Laptop total	520
Thin clients	0
Tablet total	0
Network printer total	273

The operating system (OS) for the desktops and laptops are Windows 10 with a plan to move to Windows 11 in early FY23. The court maintains a 5-year refresh cycle for desktop devices.

These totals address "specialized uses" of some PCs in the court:

Description	Total Count
Public Access PCs	77
PCs in the Courtroom	240
Thin Clients in the Courtroom	0
PCs in the Chambers	150
PCs used for ACJIS *(no longer separate PCs)*	0

Imaging PCs	0
Digital Signage PCs	26

There are a total of 194 servers at the court, 34 are physical servers and 160 are virtual servers. All hardware is Dell Power Edge. The Network Operating Systems (NOS) is Microsoft Windows Server 2016-2022.

CLERK OF THE COURT

Listed below are the total of the number of desktops, laptops and network printers in the Clerk of the Court.

Description	Total Count
Desktop total	279
Laptop total	30
Thin clients	0
Tablet total	5
Network printer total	121

These totals address "specialized uses" of some PCs in the court:

Description	Total Count
Public Access PCs	22
PCs in the Courtroom	0
Thin Clients in the Courtroom	0
PCs in the Chambers	0
PCs used for ACJIS	0
Imaging PCs	14

SOFTWARE

SUPERIOR AND JUVENILE COURT

In addition to the standard Office 365 suite, Superior Court also utilizes a custom-developed Conciliation Court application that is built on the cloud-based Microsoft Dynamics platform. In FY22, a second application for Family Drug Court (RAISE) was deployed that also leverages the Dynamics platform. In addition to JOLTSaz, Juvenile Court also utilizes the Agave Case Management System (CMS). Court business operations and the CMS are enhanced by in-house developed software with a portfolio of applications that integrate with Agave.

D. INFORMATION TECHNOLOGY STRATEGIC PROJECTS

This section identifies each statewide and local strategic project in which the court participates or will actively be pursing over the next three years. For those projects primarily supported at the state level, it will identify project status and describe the local courts' planned participation and note any related, independent future plans. For independent but complimentary local projects, additional details on resources and future plans are included.

This section also includes information for independent technology projects which are <u>not</u> primarily supported by state resources. Information on these projects includes showing alignment to both statewide and local technology strategic initiatives and enterprise architecture standards. Any technologies or products appearing in the "Retirement" column of the Enterprise Architecture standards table have a corresponding migration or replacement project identified.

The statewide strategic technology priorities as assigned by the Commission on Technology, are as follows:

1. Production Support (incl. bug fixes, req'd chgs)
2. Manage & Improve Security (incl. COOP rvw)
3. Improve Technology Recovery Capability
4. Replace Obsolete Systems
5. Review and Reinforce Technology Support
6. Virtual Court Enablement
7. Public Facing Services (eFiling, eAccess, eNotification, ODR)
8. Identify Funding Needs and Stable Sources
9. Integrate Systems to Improve Productivity and Capability
10. Enhance Core Systems with New Functionality

COT members also reaffirmed the importance of existing strategic projects and placed them in the general priority set indicated below:

- Deploy & Refine New eFiling Case Types
- Refine LJ Judge Automation for e-Filing
- Justice Court eFiling
- FARE - Infrastructure Port
- Deploy Online Dispute Resolution
- Mental Health Repository
- Data Standards Translation Technology
- IT Operational Standards
- APETS Replacement

- eWarrant System Rollout
- New Appellate CMS Implementation
- FARE Implementation for Non-Standard Courts
- LJ PSA Automation
- Data Access Portals
- Digital Evidence
- Virtual Court Support
- Child Support Calculator Updates
- Prosecutor/PD System Integration

* Note: Not all projects apply to the limited jurisdiction courts in the state.

COURT IT ACCOMPLISHMENTS CY2021

This section lists the accomplishments of the court in information technology projects from January 2021 to January 2022.

PIMA SUPERIOR COURT & JUVENILE COURT ACCOMPLISHMENTS

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
Local	Virtual Court Enablement	Completed the audio/visual upgrade of 37 courtrooms	January – March 2021
Local	Virtual Court Enablement	Completed upload of all FTR files to the cloud	January – July 2021
Local	Manage and Improve Security	Replaced CylanceProtect with Cisco AMP	June 2021
Local	Manage and Improve Security	Deployed multi-factor authentication to all court staff	January 2021
Local	Public Facing Services	Upgraded ten (10) jury deliberation rooms to support digital evidence	March-June 2021
Local	Manage and Improve Security	Reconfigured Conciliation Court network to be AOC compliant	September 2021
Local	Replace Obsolete Systems	Implemented new backup infrastructure	July 2021
Local	Improve Technology Recovery Capability	Added redundant link between Superior and Juvenile court	January 2021
Local	Manage and Improve Security	Completed firewall hardening	April 2021
State	Integrate Systems to Improve Productivity and Capability	Worked with AOC to move JSI to AJIN infrastructure	September 2021
Local	Replace Obsolete Systems	Implemented 22 new network switches	January – October 2021
Local	Replace Obsolete Systems	Upgraded MAYSI software used by detention	May 2021

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
Local	Manage and Improve Security	Moved 90 printers to a private subnet to block outside access	January – September 2021
Local	Enhance Core Systems with New Functionality	Updated Agave to support Prop 207 legislation	May – June 2021
Local	Public Facing Services	Deployed the new Court Internet site	January 2021
Local	Enhance Core Systems with New Functionality	Implemented new platform for Family Drug Court (RAISE)	June 2021
Local	Replace Obsolete Systems	Completed upgrade of MQ series	August 2021
Local	Replace Obsolete Systems	Completed remediations on seven (7) applications (database and O/S upgrades)	January – June 2021

PIMA CLERK OF THE COURT ACCOMPLISHMENTS

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
State	AZPOINT, eAccess, eUniversa electronic document access	Upgraded the Clerk's document access web service to return TIF files in PDF file format	Q2 2021
State	eFileAZ – Family Efiling	Implemented soft launch 10/4/21 with full launch 12/9/21 (subsequent filing only)	Q4 2021
State	eFileAZ – Family Efiling	Completed initial, internal testing of case initiating filings	Q4 2021
State	eFileAZ – Probate Efiling	Completed a full business review of the Probate workflow in anticipation of subsequent filing rollout in Q1 2022.	Q4 2021

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
State	Prop 207 Expungements	Completed a full business review of the Prop 207 petitions for expungement process and automation	Q3 2021
State	Digital Evidence/Exhibits	Completed analysis and testing of AOC Caselines solution for digital exhibits	Q1-Q4 2021
State	AZCares, ATLAS replacement	Ongoing analysis and planning meetings with AOC and Arizona Department of Child Safety	Q1-Q4 2021
Local	ECR Online upgrade	Production testing of ECR Online with Juvenile cases	Q3 2021
Local	AZPOINT	Upgraded the Clerk's EZOP protection order judicial review application to allow editing a modified order before upload to AZPOINT	Q3 2021
Local	Agave user login enhancements	An enhancement to the Clerk's EDocs application was developed and tested to allow EDocs users to update their Agave user password using new complexity rules. Q1 2022 rollout planned.	Q3 2021
Local	Passport appointment requests	Upgraded the Clerk's public website to include tools for the public to set appointments to apply for passports	Q2 2021
Local	Judicial Performance Review (JPR) reports	Provided weekly JPR reports from EDocs data to Superior Court Planning, Research and Evaluation Unit	Q1-Q4 2021

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
Local	Digital Fingerprints	Phase I - Researched and developed a test application for capturing party fingerprints to apply on minute entries	Q1 2021
Local	Juvenile Billing Statements	Developed and implemented billing statement reports for Juvenile Collections	Q3 2021
Local	Customer Service Ticket Numbers	Upgraded Civil Unit customer service ticket numbering system for audibly calling and visibly highlighting ticket numbers	Q3 2021
Local	EZQ Clerk Review for efiling	Implemented various upgrades to EZQ	Q1-Q4 2021
Local	Replace legacy Exhibits Archive application	Completed analysis of legacy exhibits archive application and development and user testing of a replacement are underway	Q4 2021
Local	Upgrade to SQL 2019	Tested various applications to ensure the upgrade to SQL 2019 will have no impact on existing applications.	Q3 2021
Local	Upgrade AgaveWeb	Phase I - Analysis and development of upgrade to the Clerk's AgaveWeb site to add security enhancements	Q4 2021
Local	2FA Phase II	Deployed 2FA tokens for all Pima COC employees	Q3 2021
Local	Virtual Server Infrastructure	Refreshed aging virtual infrastructure servers and network equipment	Q2 2021

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
Local	Backup Infrastructure	Replaced backup infrastructure with updated appliances	Q2 2021
Local	Online Document Access Hardware Refresh	Phase I - Planning SQL Server Upgrade and Server Infrastructure refresh	Q4 2021

COURT PROJECTS MASTER LIST

This section collects all information technology project-related information for all the court during calendar year 2022. Projects listed include both those in support of statewide efforts as well as independent strategic technology projects that support the court's strategic initiatives independent from the statewide projects.

PIMA SUPERIOR COURT & JUVENILE COURT STATEWIDE PROJECT PARTICIPATION						
Strategic Project Name / Phase	**Brief Project Description**	**Related Statewide Project**	**Participation Scheduling**	**Planned Completion Date**	**Current Project Lifecycle Phase**	**Project Risks, Issues, Concerns**
FME Software Proof of Concept	Pilot court for completing a proof of concept for code translation	Data Access Portals	Early adopter	FY22	Underway	
Digital Evidence Pilot	Provide technical support to judicial staff for digital evidence	Digital Evidence	Early adopter	FY23	Underway	
Additional e-Filing Case Types	Build webservice to support additional benches	Electronic Filing & Expansion	Mid-cycle implementation	FY23	Underway	
Enhance Judicial Dashboards	Evolve judicial dashboards by bench to enhance decision-making process	Data Analysis / Reporting	Early adopter	FY23	Planned	

PIMA CLERK OF THE COURT STATEWIDE PROJECT PARTICIPATION

Strategic Project Name / Phase	Brief Project Description	Related Statewide Project	Participation Scheduling	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
N/A						

PIMA SUPERIOR COURT & JUVENILE COURT LOCAL INDEPENDENT PROJECTS

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
Evaluate OnBase	Implement OnBase document management for court divisions	FY24	Planned	Funding
Agave Enhancements	Modify Agave to incorporate new enhancements prioritized by case management	FY23	Planned	Available ITSD resources
Upgrade Jury Deliberation Rooms for Digital Evidence	Rooms to be equipped with monitors and CD players	FY23	On Hold	County Facilities availability to cable rooms and install electrical
Mental Health Application	Replace legacy database with new application and deliver functionality that meets AZ Mental Health Court Standards	FY23	Underway	Resource availability, competing priorities among stakeholders
COOP Planning	Work with Court Admin to identify critical technology resources required in the event of an emergency	FY23	Underway	
Court Interpreters Application	Build application that integrates with Agave to support Court Interpreters	FY23	Underway	
Upgrade SQL Databases	Execute a plan that consolidates and upgrades production SQL databases	FY24	EA Req'd	
Replace Pre-trial PIMA Website, CATS, & PACT	Complete requirements and build a Pretrial platform that replaces all legacy applications	FY24	EA Req'd	
Update Courtroom Audio Visual Technology	Complete upgrade of audio visual technology in 18 courtrooms	FY24	Underway	

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
Implement FTR "Virtual Justice"	Implement For-the-Record "Virtual Justice" with focus on e-commerce technology	FY23	Underway	
Address Server "Technical Debt"	Continue to execute elimination of outdated Windows O/S platforms and SQL instances through retirement or upgrade	FY24	EA Req'd	Dependent on upgrade or retirement of legacy applications
Upgrade Visual Studio	Upgrade Visual Studio to latest version	FY23	EA Req'd	

PIMA CLERK OF THE COURT LOCAL INDEPENDENT PROJECTS

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
E-Document - Workflow (Phase III)	Extent the E-Document software to include a complete workflow component.	FY24	Planned	
ADRS	Create an automated means for reporting charge/ disposition data to DPS	FY23	Planned	
Digital Signatures and Fingerprints	Expand current eDocs e-signature functions to include documents that require a captured digital fingerprint. Digital fingerprinting functions would also include expanded functions for ADRS and AFIS	FY24	Planned	
File Tracking	Replace the existing file folder tracking software with a solution that integrates into the Clerk's CMS/EDMS functions	FY23	Planned	
Electronic Exhibits	Acquire an electronic solution that tracks Clerk managed exhibits from the point of intake to release	FY23	Planned	
Remote Filing	Expand current efiling functions to include non-case filings (e.g., marriage licenses, passports, etc.) This solution will allow the public to start these transactions remotely and complete them upon arrival at the court.	FY23	Planned	
Expand FARE Functions	Migration to FARE data exchange to CCR and other application enhancements	FY23	Underway	

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
OOP / AZPOINT Enhancements	Expand current OOP functions to include all facets of the OOP process	FY23	Underway	
eFiling Expansion	Expand efiling services to the remaining Superior Court and Juvenile benches	FY24	Planned	

D. 1. MAJOR STATEWIDE INITIATIVES AND PLANNING/IMPACT INFORMATION

The tables below provide Commission on Technology with visibility into the demand for the new technology initiatives that require long-range preparation and may have significant impacts on local infrastructures, resources, and training requirements. Courts should consider high-level impact perspectives that factor into their participation in statewide systems and initiatives.

Detail follows for:

- Electronic Warrant System
- Prosecutor/Defender Criminal Case Integration
- Online Dispute Resolution
- Digital Evidence Rollout
- APETS Replacement

STATEWIDE INITIATIVE
ELECTRONIC WARRANT EXPANSION

Description:

The purpose of the eWarrant effort is to enable automated statewide arrest warrant processes for all Arizona jurisdictions to streamline the overall process though reliance on a single, trusted warrant repository in the state. The project is currently investigating various technical options. Provided sufficient funding can be obtained, following proof of concept and license negotiation with a key supporting vendor, the eWarrants Project will undertake full automation of existing warrant processes from end to end in a consistent manner throughout the entire State for courts and law enforcement agencies.

When a court issues or quashes a warrant, a CMS interface will electronically generate a transaction to be sent to the JWI system at DPS for law enforcement to act upon. Once the warrant has been executed by law enforcement and updated in JWI, the court will be electronically notified via AJACS. This round-trip process will keep warrant issues and servers in synch with each other and enable near-real-time notification between agencies on warrant-related activities, removing the guesswork that has plagued the paper system.

Anticipated rollout timeline: Following a pause for implementation of new warrant forms, AJACS enhancements have been made and testing with several pilot courts, JWI, and DPS is nearing completion. A timeline for statewide rollout will be predicated on the readiness of local law enforcement agencies that file into each court.

1. **Timeframe in which needed**: (immediately, next 12 months, 1-2 years, 3-4 years)	Your timeframe here

2. General Importance or Impact to Your Court:

STATEWIDE INITIATIVE
PROSECUTOR/DEFENDER CRIMINAL CASE INTEGRATION

Description:

Prosecutors and Public Defense attorneys desire to e-file their submissions from within their respective Records Management Systems (RMSs). In this circumstance, the RMS functions as a third-party EFSP so the standard e-filing system user interface is not used. The implementation approach, called system-to-system e-filing, calls for the integration of data-carrying message exchanges communicated between the RMSs and the statewide e-filing system based on the OASIS LegalXML Electronic Court Filing v4.01 international standard, augmented by the Arizona Supreme Court's LegalXML extension schema and written specifications. The statewide e-filing system currently supports these message exchange standards. This project may also require expanding the scope of standard e-filing to support Arizona Disposition Reporting System (ADRS) updates.

Each prosecuting attorney and public defender organization will require support from their respective RMS providers to develop the message exchange interfaces necessary to support system-to-system e-filing. Each vendor's implementation will be certified by the AOC before being permitted to e-file in the Court's production environment.

Anticipated rollout timeline: Varies by level of court and case type. The greater the number of different RMS products involved, the longer the implementation schedules will be.

1. **Timeframe in which needed**: (immediately, next 12 months, 1-2 years, 3-4 years)	Your timeframe here
2. **General Importance or Impact to Your Court**:	

STATEWIDE INITIATIVE
ONLINE DISPUTE RESOLUTION DEPLOYMENT

Description:

Consistent with the goal of promoting access to justice and the recommendations of the Fair Justice Task Force, the Judicial Branch is working to reduce the time and expense in certain types of cases by allowing litigants to resolve disputes without ever coming to the courthouse. An online dispute resolution (ODR) system would facilitate evaluation, negotiation, and judicial decision in those case types.

A Criminal Misdemeanor ODR project was initiated to assist courts in limiting the number of in-person proceedings during the COVID pandemic, per Administrative Order 2020-48. The project will allow the arraignment and plea negotiation of criminal misdemeanor cases to occur online asynchronously. The program will allow for self-represented defendants as well as defense counsel to interact with the prosecutor. Documents can be executed and exchanged between parties and the court. This process alleviates in-person contact and allows options for prosecutors and defense counsel to continue to resolve cases while working remotely.

The AOC received $110,600 in Arizona Coronavirus Emergency Supplemental Funding (ACESF) for the purposes of implementing the Criminal ODR project. A contract and amendment have been signed with Court Innovations (Matterhorn) to deploy the application to 22 total limited jurisdiction courts.

Anticipated rollout timeline:
ODR has been implemented in 9 courts, 6 additional courts have been trained and go-live is pending prosecutor readiness. The remaining 7 courts are targeted to be implemented in FY22.

1. **Timeframe in which needed**: (immediately, next 12 months, 1-2 years, 3-4 years)	Your timeframe here

2. **General Importance or Impact to Your Court**:

STATEWIDE INITIATIVE
DIGITAL EVIDENCE ROLLOUT

Description:
Following the recommendations of the chief justice's Digital Evidence Task Force, Commission on Technology's Technical Advisory Council crafted a vendor-developed cloud solution or handling the full lifecycle of digital evidence that could be implemented within two years. Governance bodies gave approval for the concept. Clerks will be provided tools and services to manage digital evidence and access to it within the portal solution. Attorneys and self-represented litigants will have the ability to upload evidence and present it from its digital form during court proceedings.

Post-COVID, remote court operations greatly increased the pressure for a solution and accelerated the timeline for proving the concept in pilot courts. In the interest of time, CaseLines from Thomson-Reuters, a packaged solution that addresses only the courts' portion of the evidence lifecycle, was selected for a demonstration project as pricing details and a payment model were negotiated.

Mohave Superior Court was the first court to have staff trained and to go live for hearings in civil and criminal case types.

Anticipated rollout timeline: Digital evidence remains in the pilot phase for various case types at multiple courts. A more general rollout is anticipated to begin in mid-FY22, depending on availability of AOC resources.

1. **Timeframe in which needed**: (immediately, next 12 months, 1-2 years, 3-4 years)	Your timeframe here

2. **General Importance or Impact to Your Court**: Superior Court is one of the pilot courts for DE.

STATEWIDE INITIATIVE

APETS REPLACEMENT

Description:

The scope of this project is to replace the current statewide Adult Probation Case Management System, APETS, with a modern, commercial-off-the-shelf solution that meets Adult Probation's needs and requirements. The commitment is to find a statewide approach and solution that meets the needs of the state's very diverse user groups; the merits and features of the systems will be evaluated against these statewide needs to determine suitability. Some of the target features for a replacement case management system include modernization, mobility, and managerial analytics. Maricopa County transitioned management of this effort to AOC, with continued statewide representation and engagement.

The initial RFP was published on June 9, 2021. The Court later determined that the RFP was overly complex and did not provide clear enough instructions and guidance for vendors resulting in its cancellation. Once completed, the re-drafted RFP will be published and will track to a revised timeline for the evaluation and procurement activities to be completed.

Anticipated rollout timeline: A product must first be selected and a contract secured with the awarded vendor. Once completed, AOC will begin working with the vendor to establish the project plan and associated timeline. A rollout strategy will also be established to assist counties in preparing for the target timeframes to begin transitioning to the new case management system.

1. **Timeframe in which needed**: (immediately, next 12 months, 1-2 years, 3-4 years)	Your timeframe here

2. **General Importance or Impact to Your Court**: Superior Court is participating in the RFQ process and views this replacement as critical.

D.2. LOCAL INFORMATION TECHNOLOGY STRATEGIC RESOURCES

This section provides high-level information about the technology spending and resources by court for FY2022.

Court Dept.	State Device Cost	Other Technical Cost	Number of:	
			Court FTE Technical Staff	City/County FTE Technical Support Staff
Superior Court & Juvenile Court	N/A	$6.39M (est.)	35 [+11 vacancies]	0
Clerk of the Court	N/A	$1.16M (est.)	11 [5 vacancies]	0
Other				

APPENDIX A. CURRENT ENVIRONMENT

1. COURT HARDWARE ENVIRONMENT

This appendix lists all court-owned hardware deployed, including mainframes, servers, desktops, and other peripherals.

Dept.	PC Operating System	PC Count	Replacement Date / Strategy	Laptop Operating System	Laptop Count	Tablet Operating System	Tablet Count	Thin Client	Replacement Date/ Strategy	# of Network /PC Printers
Pima Superior Court & Juvenile Court	Windows 10 Enterprise (moving to Win11)	858	5-year refresh cycle	Windows 10 Enterprise (moving to Win11)	520	N/A	0	0	N/A	273
Clerk of Court	Windows 10	279	4-year refresh cycle	Windows 10	30	iOS 15	5	0		121
Other										

2. HARDWARE FOR SPECIAL FUNCTIONS

Department	Number of					
	Public Access PCs	In Courtroom PCs	In Courtroom Thin Clients	In Chambers PCs	Imaging Workstations	PCs used for Digital Signage
Pima Superior Court & Juvenile Court	77	240	0	150	0	26
Pima Clerk of Court	22	0	0	0	14	
Other						

3. LOCAL SERVER HARDWARE AND FUNCTION

SUPERIOR COURT & JUVENILE COURT				
# Brand/Model	Operating System	Database	Managed By	Use/Applications
Dell PowerEdge R440	Microsoft Windows Server 2016 (64-bit)		Superior Court IT	Hyper-V Host
Dell PowerEdge R440	Microsoft Windows Server 2016 (64-bit)		Superior Court IT	Hyper-V Host
Dell PowerEdge R440	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	VEEAM Backup Server
Dell PowerEdge R440	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	VEEAM Backup Server
Dell PowerEdge R440	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	VEEAM Backup Server
Dell PowerEdge R440	Microsoft Windows Server 2016 (64-bit)		Superior Court IT	Hyper-V Host
Dell PowerEdge R440	Microsoft Windows Server 2016 (64-bit)		Superior Court IT	Hyper-V Host
Dell PowerEdge R640	Microsoft Windows Server 2022 (64-bit)		Superior Court IT	New Agave CMS Host
Dell PowerEdge R640	Microsoft Windows Server 2022 (64-bit)		Superior Court IT	New Agave CMS Host
Dell PowerEdge R640	Microsoft Windows Server 2022 (64-bit)		Superior Court IT	DEV Hyper-V Host
Dell PowerEdge R640	Microsoft Windows Server 2022 (64-bit)		Superior Court IT	DEV Hyper-V Host
Dell PowerEdge R640	Microsoft Windows Server 2022 (64-bit)		Superior Court IT	DEV Hyper-V Host
Dell PowerEdge R640	Microsoft Windows Server 2022 (64-bit)		Superior Court IT	DEV Hyper-V Host
Dell PowerEdge R640	Microsoft Windows Server 2022 (64-bit)		Superior Court IT	DEV Hyper-V Host
Dell PowerEdge R640	Microsoft Windows Server 2022 (64-bit)		Superior Court IT	DEV Hyper-V Host
Dell PowerEdge R730	Microsoft Windows Server 2016 (64-bit)	SQL Server 2016	Superior Court IT	Agave CMS Host

SUPERIOR COURT & JUVENILE COURT				
# Brand/Model	Operating System	Database	Managed By	Use/Applications
Dell PowerEdge R730	Microsoft Windows Server 2016 (64-bit)	SQL Server 2016	Superior Court IT	Agave CMS Host
Dell PowerEdge R740xd	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	Hyper-V Host
Dell PowerEdge R740xd	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	Hyper-V Host
Dell PowerEdge R740xd	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	Hyper-V Host
Dell PowerEdge R740xd	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	Hyper-V Host
Dell PowerEdge R740xd	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	Hyper-V Host
Dell PowerEdge R740xd	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	Hyper-V Host
Dell PowerEdge R740xd	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	Hyper-V Host
Dell PowerEdge R740xd	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	Hyper-V Host
Dell PowerEdge R740xd	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	Hyper-V Host
Dell PowerEdge R740xd	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	Hyper-V Host
Dell PowerEdge R740xd	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	Hyper-V Host
Dell PowerEdge R740xd	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	Hyper-V Host
Virtual	Microsoft Windows Server 2019 (64-bit)	SQL Server 2019	Superior Court IT	Infrastructure Database
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	System Center Config Mgr
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	Domain Controller
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	Remote File Server
Virtual	Microsoft Windows Server 2016 (64-bit)		Superior Court IT	Domain Controller
Virtual	Microsoft Windows Server 2022 (64-bit)		Superior Court IT	Domain Controller

SUPERIOR COURT & JUVENILE COURT				
# Brand/Model	Operating System	Database	Managed By	Use/Applications
Virtual	Microsoft Windows Server 2019 (64-bit)	SQL Server 2019	Superior Court IT	JUV Database
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	JUV DHCP
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	JUV Int Website
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	DEV Justice Tools
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	DEV SSRS
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	DSX Door System
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	DEV Web Server
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	DEV Kronos Time Mgmt
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	DEV Kronos Movile
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	JUV File Server
Virtual	Microsoft Windows Server 2016 (64-bit)		Superior Court IT	FTR Server
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	FTR Server
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	Key Watcher Application
Virtual	Microsoft Windows Server 2019 (64-bit)	SQL Server 2019	Superior Court IT	JUV Database
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	JUV External Web
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	JUV Int Website
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	Justice Tools
Virtual	Microsoft Windows Server 2022 (64-bit)		Superior Court IT	Key Watcher Application

SUPERIOR COURT & JUVENILE COURT				
# Brand/Model	Operating System	Database	Managed By	Use/Applications
Virtual	Microsoft Windows Server 2016 (64-bit)		Superior Court IT	JUV Print Server
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	JUV SSRS
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	JUV Web Server
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	Kronos Server
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	Kronos Mobile
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	WordPress Server
Virtual	Microsoft Windows Server 2019 (64-bit)	SQL Server 2019	Superior Court IT	JUV QA Database
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	JUV QA SSRS
Virtual	Microsoft Windows Server 2016 (64-bit)		Superior Court IT	Right Fax
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	Dell SA Server
Virtual	Microsoft Windows Server 2016 (64-bit)		Superior Court IT	JUV System Center
Virtual	Microsoft Windows Server 2016 (64-bit)	SQL Server 2016	Superior Court IT	Replica Database
Virtual	Microsoft Windows Server 2012 R2 (64-bit)		Superior Court IT	Application Admin Server
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	MS AOVPN
Virtual	Microsoft Windows Server 2016 (64-bit)		Superior Court IT	Auth Portal
Virtual	Microsoft Windows Server 2016 (64-bit)		Superior Court IT	Certificate Authority
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	SC Database
Virtual	Microsoft Windows Server 2016 (64-bit)		Superior Court IT	Database Mirror for COC

SUPERIOR COURT & JUVENILE COURT				
# Brand/Model	Operating System	Database	Managed By	Use/Applications
Virtual	CentOS 4/5 or later (64-bit)		Superior Court IT	Cisco Collector Service
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	MS Direct Access
Virtual	Microsoft Windows Server 2019 (64-bit)	SQL Server 2016	Superior Court IT	Auth Database
Virtual	Microsoft Windows Server 2022 (64-bit)		Superior Court IT	Domain Controller
Virtual	Microsoft Windows Server 2022 (64-bit)		Superior Court IT	Domain Controller
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	DEV CITS
Virtual	Microsoft Windows Server 2022 (64-bit)		Superior Court IT	DEV Container Test
Virtual	Microsoft Windows Server 2022 (64-bit)		Superior Court IT	DEV Server Core
Virtual	Microsoft Windows Server 2016 (64-bit)	SQL Server 2016	Superior Court IT	DEV Agave Database
Virtual	Microsoft Windows Server 2016 (64-bit)		Superior Court IT	DEV Database
Virtual	Microsoft Windows Server 2016 (64-bit)	SQL Server 2016	Superior Court IT	DEV DNN Database
Virtual	Microsoft Windows Server 2016 (64-bit)		Superior Court IT	DEV Int Web
Virtual	Microsoft Windows Server 2016 (64-bit)		Superior Court IT	DEV Pub Web
Virtual	Microsoft Windows Server 2016 (64-bit)	SQL Server 2016	Superior Court IT	DEV Web Server
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	DEV External Database
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	DHCP Server
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	DHCP Server
Virtual	Microsoft Windows Server 2016 (64-bit)	SQL Server 2016	Superior Court IT	Distribution DB

SUPERIOR COURT & JUVENILE COURT				
# Brand/Model	Operating System	Database	Managed By	Use/Applications
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	DEV MQ
Virtual	Microsoft Windows Server 2016 (64-bit)	SQL Server 2016	Superior Court IT	DNN Database
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	Scribe (CRM)
Virtual	Microsoft Windows Server 2022 (64-bit)		Superior Court IT	DEV SonarQube
Virtual	Microsoft Windows Server 2019 (64-bit)	SQL Server 2019	Superior Court IT	DEV SQL 2019
Virtual	Microsoft Windows Server 2019 (64-bit)	SQL Server 2019	Superior Court IT	DEV SSRS
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	DSX Door System
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	DEV TFS
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	DEV TFS
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	DEV Umbraco
Virtual	Microsoft Windows Server 2019		Superior Court IT	Exchange Server
Virtual	Microsoft Windows Server 2016 (64-bit)		Superior Court IT	ForcePoint Web Filter
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	SC File Server
Virtual	Microsoft Windows Server 2016 (64-bit)		Superior Court IT	FTR Server
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	FTR Server
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	FTR Server
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	FTR Remote Management
Virtual	Microsoft Windows Server 2016 (64-bit)		Superior Court IT	Internal DNN Web

SUPERIOR COURT & JUVENILE COURT				
# Brand/Model	Operating System	Database	Managed By	Use/Applications
Virtual	Red Hat Enterprise Linux 7 (64-bit)		Superior Court IT	Cisco ISE
Virtual	Red Hat Enterprise Linux 7 (64-bit)		Superior Court IT	Cisco ISE Secondary
Virtual	Microsoft Windows Server 2016 (64-bit)		Superior Court IT	JuryPlus
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	MS Deployment Server (MDT)
Virtual	Microsoft Windows Server 2019 (64-bit)	SQL Server 2016	Superior Court IT	Navision
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	Nessus Scanner
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	Netwrix Auditor
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	Network Policy Server
Virtual	Microsoft Windows Server 2016 (64-bit)		Superior Court IT	PKI - OCSPCA
Virtual	Microsoft Windows Server 2019 (64-bit)	SQL Server 2017 Express	Superior Court IT	Papercut Print Server
Virtual	Microsoft Windows Server 2019 (64-bit)	SQL Server 2019	Superior Court IT	Admin Database
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	eNotes
Virtual	Microsoft Windows Server 2016 (64-bit)		Superior Court IT	PeopleTrack
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	External Web
Virtual	Microsoft Windows Server 2022 (64-bit)		Superior Court IT	InFax - Digital Displays
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	Internal PIMA Web
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	MQ Server
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	PowerBI Gateway

SUPERIOR COURT & JUVENILE COURT				
# Brand/Model	Operating System	Database	Managed By	Use/Applications
Virtual	Red Hat Enterprise Linux 5 (64-bit)		Superior Court IT	Cisco Prime
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	Print Server
Virtual	Microsoft Windows Server 2012 R2 (64-bit)		Superior Court IT	Print Server
Virtual	Microsoft Windows Server 2016 (64-bit)		Superior Court IT	Print Server
Virtual	Microsoft Windows Server 2016 (64-bit)		Superior Court IT	Auth Web
Virtual	Microsoft Windows Server 2016 (64-bit)		Superior Court IT	Auth Web
Virtual	Microsoft Windows Server 2016 (64-bit)		Superior Court IT	Auth Database
Virtual	Microsoft Windows Server 2016 (64-bit)	SQL Server 2016	Superior Court IT	Database Server
Virtual	Microsoft Windows Server 2016 (64-bit)		Superior Court IT	Internal Web
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	SmartBench App
Virtual	Microsoft Windows Server 2019 (64-bit)	SQL Server 2019	Superior Court IT	SmartBench Database
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	SmartBench Doc
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	SmartBench Web
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	SmartBench Worker
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	SmartBench Worker
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	SmartBench Worker
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	SmartBench Worker
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	SmartBench Worker

SUPERIOR COURT & JUVENILE COURT				
# Brand/Model	Operating System	Database	Managed By	Use/Applications
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	Scribe (CRM)
Virtual	Microsoft Windows Server 2019 (64-bit)	SQL Server 2019	Superior Court IT	SC SSRS
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	TFS (Azure DevOps)
Virtual	Microsoft Windows Server 2016 (64-bit)		Superior Court IT	QA Public DNN
Virtual	Microsoft Windows Server 2016 (64-bit)		Superior Court IT	QA Public Web
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	Umbraco Web
Virtual	Microsoft Windows Server 2022 (64-bit)		Superior Court IT	Windows Admin Center
Virtual	Microsoft Windows Server 2016 (64-bit)		Superior Court IT	QA Agave DB
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	QA Auth Web
Virtual	Microsoft Windows Server 2016 (64-bit)	SQL Server 2016	Superior Court IT	QA Database
Virtual	Microsoft Windows Server 2019 (64-bit)	SQL Server 2019	Superior Court IT	QA Agave
Virtual	Microsoft Windows Server 2019 (64-bit)	SQL Server 2019	Superior Court IT	QA Agave
Virtual	Microsoft Windows Server 2019 (64-bit)	SQL Server 2019	Superior Court IT	QA Agave
Virtual	Microsoft Windows Server 2019 (64-bit)	SQL Server 2019	Superior Court IT	QA Agave
Virtual	Microsoft Windows Server 2016 (64-bit)		Superior Court IT	QA Web Server
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	QA DNN Database
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	QA Int DNN
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	QA Pub DNN

SUPERIOR COURT & JUVENILE COURT				
# Brand/Model	Operating System	Database	Managed By	Use/Applications
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	QA MQ
Virtual	Microsoft Windows Server 2019 (64-bit)	SQL Server 2019	Superior Court IT	QA SSRS
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	QA Umbraco Web
Virtual	Microsoft Windows Server 2016 (64-bit)		Superior Court IT	PKI - Root
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	MS Remote Web
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	MS Remote Web
Virtual	Microsoft Windows Server 2016 (64-bit)	SQL Server 2016	Superior Court IT	DB Report Mirror
Virtual	Microsoft Windows Server 2016 (64-bit)		Superior Court IT	Staging Agave
Virtual	Microsoft Windows Server 2016 (64-bit)		Superior Court IT	SFTP Server
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	SOLARWINDS Server
Virtual	Microsoft Windows Server 2019 (64-bit)	SQL Server 2019	Superior Court IT	Staging SSRS
Virtual	Microsoft Windows Server 2016 (64-bit)		Superior Court IT	PKI - Sub CA
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	Test SmartBench
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	Utility Server 2
Virtual	Microsoft Windows Server 2016 (64-bit)		Superior Court IT	Utility Server
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	Domain Controller
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	Remote File Server

CLERK OF THE COURT				
# Brand/Model	Operating System	Database	Managed By	Use/Applications
EMC VNX 5200	N/A		Clerk of Superior Court	Image Storage
EMC VNX 5200	N/A		Clerk of Superior Court	Image Storage
EMC VNX5200	N/A		Clerk of Superior Court	DEV Storage
Power Protect DP4400			Clerk of Superior Court	Backup Appliance
Power Protect DP4400			Clerk of Superior Court	Backup Appliance
VxRail P570F	Vmware ESXi 7		Clerk of Superior Court	VxRail Cluster
VxRail P570F	Vmware ESXi 7		Clerk of Superior Court	VxRail Cluster
VxRail P570F	Vmware ESXi 7		Clerk of Superior Court	VxRail Cluster
VxRail P570F	Vmware ESXi 7		Clerk of Superior Court	VxRail Cluster
PowerEdge R740xD	Windows Server 2019		Clerk of Superior Court	Fileserver
PowerEdge R740xD	Windows Server 2019		Clerk of Superior Court	Fileserver
PowerEdge R720	VMWARE ESXi 6.7		Clerk of Superior Court	VMWare Host - DEV
PowerEdge R730	VMWARE ESXi 6.7		Clerk of Superior Court	VMWare Host - DEV
PowerEdge R730	VMWARE ESXi 6.7		Clerk of Superior Court	VMWare Host - DEV
PowerEdge R640	Windows Server 2019		Clerk of Superior Court	Domain Controller
PowerEdge R910	Windows Server 2008 R2 Standard SP1	SQL Server 2008	Clerk of Superior Court	DEV; SQL
PowerEdge R930	Windows Server 2012 R2 Standard	SQL Server 2012	Clerk of Superior Court	SQL
PowerEdge R930	Windows Server 2012 R2 Standard	SQL Server 2012	Clerk of Superior Court	SQL

CLERK OF THE COURT				
# Brand/Model	Operating System	Database	Managed By	Use/Applications
PowerVault NX3200	Ubuntu Linux 20.04 LTS		Clerk of Superior Court	Backup Storage
PowerVault NX3230	Windows Storage Server 2012 R2 Standard		Clerk of Superior Court	Backup Storage
PowerVault NX3230	Windows Storage Server 2012 R2 Standard		Clerk of Superior Court	File Server
PowerVault NX3230	Windows Storage Server 2012 R2 Standard		Clerk of Superior Court	File Server
Virtual	Windows Server 2016		Clerk of Superior Court	Backup Administration
Virtual	Windows Server 2016		Clerk of Superior Court	Print Server
Virtual	Windows Server 2012		Clerk of Superior Court	DEV
Virtual	Windows Server 2016	SQL 2019	Clerk of Superior Court	SQL
Virtual	Windows Server 2016 Datacenter		Clerk of Superior Court	Domain Controller, DFS
Virtual	Windows Server 2012 Datacenter		Clerk of Superior Court	Domain Controller
Virtual	Windows Server 2016 Datacenter		Clerk of Superior Court	2FA Authentication
Virtual	Windows Server 2016		Clerk of Superior Court	eFiling Processes
Virtual	Windows Server 2016		Clerk of Superior Court	DFS Namespace; Fileserver
Virtual	Windows Server 2016		Clerk of Superior Court	Fileserver
Virtual	Windows Server 2016		Clerk of Superior Court	Webserver, email relay
Virtual	Windows Server 2008 R2		Clerk of Superior Court	WebServer

CLERK OF THE COURT				
# Brand/Model	Operating System	Database	Managed By	Use/Applications
Virtual	Windows Server 2016		Clerk of Superior Court	Microsoft Team Foundation
Virtual	Windows Server 2016		Clerk of Superior Court	WDS, MDT
Virtual	Windows Server 2008 R2		Clerk of Superior Court	Imaging Processes
Virtual	Windows Server 2016		Clerk of Superior Court	Vulnerability Management
Virtual	Windows Server 2016 Datacenter		Clerk of Superior Court	MQ Processes
Virtual	Ubuntu Server 20.04 LTS		Clerk of Superior Court	Systems Monitoring
Virtual	Windows Server 2016		Clerk of Superior Court	Remote Desktop Gateway
Virtual	Windows Server 2016	SQL Server 2019	Clerk of Superior Court	SQL Server
Virtual	Windows Server 2016		Clerk of Superior Court	Smartbench Services
Virtual	Windows Server 2016		Clerk of Superior Court	Smartbench Services - DEV
Virtual	Windows Server 2016		Clerk of Superior Court	WSUS, Imaging Processes
Virtual	Windows Server 2016		Clerk of Superior Court	Fileserver
Virtual	Windows Server 2016		Clerk of Superior Court	Webserver
Virtual	Windows Server 2016		Clerk of Superior Court	Webserver
Virtual	Windows Server 2016		Clerk of Superior Court	Webserver
Virtual	Windows Server 2016		Clerk of Superior	Webserver

# Brand/Model	Operating System	Database	Managed By	Use/Applications
CLERK OF THE COURT				
			Court	
Virtual	SUSE Linux Enterprise 15		Clerk of Superior Court	VXRail Manager
Virtual	VMWare Photon OS		Clerk of Superior Court	VMWare Management
Virtual	SUSE Linux Enterprise 12		Clerk of Superior Court	Dell Equipment Management
Virtual	CentOS 7		Clerk of Superior Court	Dell Equipment Management
Virtual	Windows Server 2016		Clerk of Superior Court	DEV
Virtual	Windows Server 2016	SQL Server 2019	Clerk of Superior Court	DEV
Virtual	Windows Server 2016	SQL Server 2019	Clerk of Superior Court	DEV
Virtual	Windows Server 2016		Clerk of Superior Court	DEV
Virtual	Windows Server 2016		Clerk of Superior Court	DEV
Virtual	Windows Server 2016	SQL Server 2012, SQL Server 2017	Clerk of Superior Court	DEV

4. NETWORK ENVIRONMENT

Department	Number of Devices (PCs & Printers) on Network	Network Software (NOS)	Firewall brand/model	Other Security Provisions
Pima Superior Court and Juvenile Court	1,845	Windows Server 2016/2019/2022	CISCO 2130 w/ Firepower	Office 365 Advanced Threat Protection, Forcepoint, Cisco ISE, Cisco AMP, Netwrix Auditor
Clerk of Court	300	Windows Server, 2008 R2, 2012 R2/2016	CISCO Firepower 2110	Cylance Protect, Microsoft Advanced Threat Protection, Windows Defender Antivirus, Cisco WSA S690 Content Filter

5. SOFTWARE ENVIRONMENT

This section identifies all the software used in the court by category or function. It includes the state-provided applications (such as AZTEC, TIP, PIMS, JOLTS, and APETS) and also any word processing, spreadsheet, report writing and other database or other tracking applications.

PIMA SUPERIOR COURT & JUVENILE COURT LOCAL APPLICATIONS

Application Name	Developed/ Supported by	Courts Using	Vendor Package, Bolt-On, or Standalone	Implementation Date	Replacement Date/ Strategy
Agave	Superior Court / Clerk of Court	Superior Court	Standalone		N/A
APETS (Adult Probation Enterprise Tracking System)	AOC	Superior Court	N/A		N/A
Adult Probation Provider Tracking System	Superior Court	Superior Court	Bolt-On		N/A
CARDS (Conciliation Court Calendaring and Reporting DB System)	Microsoft/ Superior Court	Superior Court	Package		N/A
RAISE (Family Drug Court Tracking System)	Microsoft/ Superior Court	Juvenile Court	Package		N/A
Bridge (transcription display)	Stenograph	Superior Court	Package		N/A
CATS (Case Tracking System) for Pretrial Services	Superior Court	Superior Court	Standalone		FY24
Cisco ISE	Cisco	Superior & Juvenile Court	Package		N/A
COJET/ Training 3000 web Application	Superior Court	Superior & Juvenile Court	Standalone		N/A

Application Name	Developed/ Supported by	Courts Using	Vendor Package, Bolt-On, or Standalone	Implementation Date	Replacement Date/ Strategy
Acrobat Pro Subscription	Adobe	Superior & Juvenile Court	Package		N/A
Court Interpreters Tracking (OCI)	Superior Court	Superior Court	Standalone		FY23
Veeam Backup	VEEAM	Superior & Juvenile Court	Package		N/A
Digital Photo Processor for Adult Probation	Superior Court	Superior Court	Bolt-On		N/A
FTR	For The Record	Superior Court	Package		N/A
Web Help Desk	Solarwinds	Superior & Juvenile Court	Package		N/A
NeoGov	NeoGov	Superior & Juvenile Court	Cloud		N/A
Internal Web Sites (Superior) • Adult Probation Intranet • Superior Court Intranet • eNotes Court Reporter Site • APETS reporting Internal Web Sites (Juvenile) • Juvenile Intranet • JOLTS legacy portal	Superior Court	Superior & Juvenile Court	Stand alone and Bolt-on		N/A
CiscoAMP	Cisco	Superior & Juvenile Court	Package		N/A
Microsoft Office 365	Microsoft	Superior & Juvenile Court	Cloud		N/A
Microsoft Visio 2021	Microsoft	Superior & Juvenile Court	Standalone		N/A

Application Name	Developed/ Supported by	Courts Using	Vendor Package, Bolt-On, or Standalone	Implementation Date	Replacement Date/ Strategy
Microsoft Project 2021	Microsoft	Superior Court	Standalone		N/A
Microsoft SQL 2016, 2019 (80 databases)	Microsoft	Superior & Juvenile Court	Package		N/A
Microsoft SQL Server Reporting Services (SSRS)	Microsoft	Superior & Juvenile Court	Package		N/A
Microsoft Visual Studio 2010, 2015, 2017	Microsoft	Superior & Juvenile Court	Package		Upgrade to version 2019 in FY23
Microsoft Team Foundation Server 2017	Microsoft	Superior Court	Package		Move to Azure DevOps in FY23
Microsoft Windows 11	Microsoft	Superior & Juvenile Court	Package		N/A
Microsoft Windows 2016 / 2019 / 2022	Microsoft	Superior & Juvenile Court	Package		N/A
EDocs Minute Entry Order	Clerk of the Court	Superior & Juvenile Court	Standalone		N/A
Navision (Finance)	Microsoft	Superior & Juvenile Court	Package		N/A
Kronos (Finance)	Kronos	Superior & Juvenile Court	Package		N/A
People-Trak	People-Trak	Superior & Juvenile Court	Package		N/A
Pretrial Services Information Management Application (PIMA Public)	Superior Court	Superior Court	Standalone		Replace with new custom platform in FY24
Pretrial Services Automated Case Management and Tracking (PACT)	Superior Court	Superior Court	Standalone		Replace with new custom platform in FY24

Application Name	Developed/ Supported by	Courts Using	Vendor Package, Bolt-On, or Standalone	Implementation Date	Replacement Date/ Strategy
Public Web Sites: • Superior Court Website • Jury Service Website • PACTWeb (Pretrial Tracking) • Adult Probation Roloweb • Agave Attorney Assignment Portal • Adult Probation Provider Tracking • Conciliation Court-Parent Education class registration • JOLTSaz External Agency Portal	Superior & Juvenile Court	Superior & Juvenile Court	Standalone & Bolt-On		N/A
STATA / SE (statistical software)	Stata	Superior & Juvenile Court	Package		N/A
Hyper-V	Microsoft	Superior & Juvenile Court	Package		N/A
Infax	Docket Call	Superior & Juvenile Court	Standalone		N/A
aiSmartbench	Mentis Technology	Superior & Juvenile Court	Package		N/A
Spotlight DB Monitoring	Quest	Superior & Juvenile Court	Package		N/A
Scribe – Middleware for Microsoft Dynamics/CARDS	Tibco	Superior Court	Package		N/A
ACES Application	Juvenile Court	Juvenile Court	Standalone		N/A
Adobe Creative Suite	Adobe	Juvenile Court	Package		N/A
AsureID	HID	Superior & Juvenile Court	Package		N/A
JOLTSaz	AOC	Superior &	Standalone		N/A

Application Name	Developed/ Supported by	Courts Using	Vendor Package, Bolt-On, or Standalone	Implementation Date	Replacement Date/ Strategy
		Juvenile Court			
Justice Tools	Justice Tools	Juvenile Court	Bolt-On		N/A
Maysi-II	Maysi	Juvenile Court	Package		N/A
Mediation Application	Juvenile Court	Juvenile Court	Standalone		N/A
RightFax V16.0	Open Text	Juvenile Court	Package		N/A
Spillman Client	Spillman / Pima County Sheriff	Superior & Juvenile Court	Package		N/A
Surpass Library Software	Surpass	Juvenile Court	Package		N/A
Wordfast Pro	Wordfast	Superior & Juvenile Court	Package		N/A

PIMA CLERK OF COURT LOCAL APPLICATIONS

Application Name	Developed/ Supported By	Courts Using	Vendor Package, Bolt-On, or Standalone	Implemen tation Date	Replacement Date/ Strategy
Agave	Superior Court/Clerk of Court	Clerk of Superior Court/Superior Court	Standalone		
Agave Criminal Financials	Clerk of Superior Court	Clerk of Superior Court/Superior Court	Bolt-On (Agave)		
Agave EDMS	Clerk of Superior Court	Clerk of Superior Court/Superior Court			
Electronic Documents (E-Docs)	Clerk of Superior Court/Superior Court	Clerk of Superior Court/Superior Court	Bolt-On (Agave)		
EZ-Q eFilng (Civil)	Clerk of Superior Court	Clerk of Superior Court	Bolt-On (Agave)		
EZ- Q Efiling (Order of Protection)	Clerk of Superior Court	Clerk of Superior Court	Bolt-On (Agave)		
EZ-OOP (Judicial Review/Order)	Clerk of Superior Court	Superior Court/Clerk of Superior Court	Bolt-On (Agave)		
EZ-Q Doc Proc (eFiled Document Processor)	Clerk of Superior Court	Clerk of Superior Court	Bolt-On (Agave and E-Docs)		
FARE	Clerk of Superior Court	Superior Court/Clerk of Superior Court	Bolt-On (Agave)		
AgaveWeb	Clerk of Superior Court	Clerk of Superior Court/Superior Court	Bolt-On (Agave)		

Application Name	Developed/ Supported By	Courts Using	Vendor Package, Bolt-On, or Standalone	Implementation Date	Replacement Date/ Strategy
eLedger (Financial Reconciliation)	Clerk of Superior Court	Clerk of Superior Court	Standalone		
Tax Intercept Program (TIP)	Clerk of Superior Court	Superior Court /Clerk of Superior Court	Standalone		
Archive Child Support DB (pre-warehouse)	Clerk of Superior Court	Clerk of Superior Court	Standalone		
Smeadlink (File Tracking)	Clerk of Superior Court	Clerk of Superior Court	Standalone		
Archived File Folder Tracking	Clerk of Superior Court	Clerk of Superior Court	Standalone		
Office 2013	Microsoft	Clerk of Superior Court	Package		
Kronos	Kronos	Clerk of Superior Court	Package		
People-Trak	People-Trak	Clerk of Superior Court	Package		
Visio 2013	Microsoft	Clerk of Superior Court	Package		
Visual Studio 2017, 2019	Microsoft	Clerk of Superior Court	Package		
Crystal Reports 11	Business Objects	Clerk of Superior Court	Package		
MS Project	Microsoft	Clerk of Superior Court	Package		
MS SQL 2008, 2012 and 2014	Microsoft	Clerk of Superior Court	Package		Upgrade SQL 2008 to SQL 2014 CY22
Windows 10	Microsoft	Clerk of Superior	Package		

Application Name	Developed/ Supported By	Courts Using	Vendor Package, Bolt-On, or Standalone	Implementation Date	Replacement Date/ Strategy
		Court			
Windows Server 2008 & 2012	Microsoft	Clerk of Superior Court	Package		Windows Server 2008 to be phased out CY22

6. COMPARISON OF ENVIRONMENT TO ARIZONA JUDICIAL BRANCH ENTERPRISE ARCHITECTURE

The table below prompts you to identify any current technologies and products classified in the retirement and containment categories of the architecture. Beginning with the FY08 plan, COT requires that a project be defined for the removal/replacement or any item listed in the "retirement" category within plan period. Items in the "containment" category can have no additional use without exception being granted by COT. The next stop on the lifecycle is retirement; therefore, further investment is unwise and serves to make removal/replacement only more difficult and expensive.

The complete, updated table appears on the COT website at http://www.azcourts.gov/cot/EnterpriseArchitectureStandards.aspx. Where there are unique, local undertakings that cannot be leveraged, a court is free to go beyond the standards set in the table. When sharable modules related to core applications are developed, the standards must be followed.

Pima Superior Court & Juvenile Court

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Applications & Tools				
User Interface Delivery Method for Public Access	Internet Explorer	HTTP unsecured anything, all links should use HTTPS/TLS	Edge Chromium	
User Interface Delivery Method for Business Applications	Character based, Silverlight, Plugin-based, Classic ASP	.NET FULL Framework	N/A	
Electronic Document Management	Hyland OnBase <17	Hyland OnBase 17/18	N/A	
Document Imaging	Kofax Card (SCSI)	Kofax Ascent Capture	N/A	

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Report Writer for Ad Hoc Reporting	Crystal <10 MS-SSRS ≤2008	Crystal ≤10 MS-SSRS 2012	MS SQL	
Report Writer for Business Application Reports	Crystal <10 MS-SSRS ≤2008	Crystal 10 MS-SSRS 2017	MS SSRS 2019	
Development Languages	ASP (Classic), COBOL, JAM, RPG, Windows Workflow Foundation	Java, .NET FULL Framework	.NET Framework 4.0 ASP.NET CORE	
Development Environment	Visual Studio ≤2015, Windows Workflow Foundation	Visual Studio 2017	Visual Studio 2010, 2015, 2017, 2019	Upgrade to version 2019 in FY23
Source Control	Aldon, VSS, CCC Harvest, Mercurial	SVN, source control process	MS Team Foundation 2017	
Code Generation	Alachisoft, Visible Developer		N/A	

Office Productivity Tools

Word Processing	Word ≤2016	Word 2018	2021 and Office 365	
Spreadsheet	Excel ≤2016	Excel 2018	2021 and Office 365	
Presentation	PowerPoint ≤2016	PowerPoint 2018	2021 and Office 365	
Local Standalone Database	MS-Access ≤2016	Access 2018	2021 and Office 365	

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
E-mail Client	Outlook ≤2016 GroupWise (unsupported)	Outlook 2018 GroupWise (supported)	2021 and Office 365	
Instant Messaging	MS-Live Communication Server, Lync, Skype for Business 2015	Skype for Business 2016	Microsoft Teams	
Collaboration	MS-Live Communication Server, SharePoint Server <2013, Google Apps	SharePoint Server ≥2013, Skype for Business	Microsoft Teams, SharePoint	
Distance Learning		Centra	N/A	

Data Architecture

	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
DBMS	SQL Server <2012 R2, Informix ≤11.7.x	SQL Server 2012/2014, Informix 12.1, MySQL 7.5	SQL 2016, 2019, Express 2017 & 2019	
DBMS Modeling Tools	Power Designer <16.x	Power Designer 16.x	N/A	
Data Exchange Model	XML homegrown	Fixed format, GJXDM	XML, MQ	
Data Transmission Encryption	Triple Data Encryption Standard (DES)			
e-Mail Encryption		S/MIME	Office 365	

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Networks and Platforms				
Client Operating System	<Windows 10 1809	Windows 10 1809	Windows 10 21H2, Windows 10 LTSC Windows 11	
Server & Network Operating Systems	OS/400, Windows ≤2008 R2	Windows Server 2012 R2	Windows 2016, 2019, 2022 Red Hat Linux 5 and 7, CentOS 4 and 5	
Shared Services				
Component Service Layer	DCOM, ASP (classic), Remoting	Services (previous version), unstructured APIs, WCF	.NET V4	
Login Authentiction	Unsecured content	UserID/Password		
Remote Access Through Internet by employees or contractors	ipsec/AnyConnect		Cisco AnyConnect V4.10, MS Always On VPN	
Remote Access Through Internet by vendors or trusted partners	ipsec/AnyConnect; TeamViewer n-2 version	TeamViewer n-1 version	TeamViewer 20	
Message Transport Middleware				
Message Transport	MQ ≤V7.1	MQ V7.5/V8.0	MQ 9.2.0.2	
Data Transformation	Data Junction, MQSI, DTS	Cloverleaf, WMB V10.0, BizTalk	Scribe	

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Data Routing/Publish and Subscribe	MQSI	Cloverleaf, WMB V10.0, BizTalk	Scribe	
File Transfer, Transactional and Scheduled Production (Mission Critical)	FTP (intercourt and using public Internet), MQ ≤7.1	SFTP (intracourt only), MQ V7.5/8.0	SFTP	
File Transfer, Production Non-Transactional and Ad Hoc (Not Mission Critical and Not Sensitive)	MQ ≤7.1, FTP	MQ V7.5/8.0	SFTP	

Jury Business Applications

Jury Management	<Jury+ NG	Jury+ NG	N/A	

Pima Clerk of the Court

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Applications & Tools				
User Interface Delivery Method for Public Access	Internet Explorer	HTTP unsecured anything, all links should use HTTPS/TLS	MS Edge, Chrome 98.0+ & Firefox ESR 91.0+	
User Interface Delivery Method for Business Applications	Character based Silverlight, Plugin-based, Classic ASP	.NET FULL Framework	N/A	
Electronic Document Management	Hyland OnBase <17	Hyland OnBase 17/18	Agave EDMS	
Document Imaging	Kofax Card (SCSI)	Kofax Ascent Capture	Agave Imaging	
Report Writer for Ad Hoc Reporting	Crystal <10 MS-SSRS ≤2008	Crystal ≤10 MS-SSRS 2012	Crystal Reports 11, MS SQL Server Reporting Services 2012/2014	
Report Writer for Business Application Reports	Crystal <10 MS-SSRS ≤2008	Crystal 10 MS-SSRS 2017	Crystal Reports 11, MS SQL Server Reporting Services 2012/2014	
Development Languages	ASP (Classic), COBOL, JAM, RPG, Windows Workflow Foundation	Java, .NET FULL Framework	Visual Studio 2017 and 2019 (VB, ASP and C#)	
Development Environment	Visual Studio ≤2015, Windows Workflow Foundation	Visual Studio 2017	Visual Studio 2017 and 2019	

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Source Control	Aldon, VSS, CCC Harvest, Mercurial	SVN, source control process	Team Foundation	
Code Generation	Alachisoft, Visible Developer		N/A	

Office Productivity Tools

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Word Processing	Word ≤2016	Word 2018	Word 2013	Word 2013 to be upgraded in CY 2022
Spreadsheet	Excel ≤2016	Excel 2018	Excel 2013	Excel 2013 to be upgraded in CY 2022
Presentation	PowerPoint ≤2016	PowerPoint 2018	PowerPoint 2013	PowerPoint 2013 to be upgraded in CY 2022
Local Standalone Database	MS-Access ≤2016	Access 2018	MS Access 2013	MS Access 2013 to be upgraded in CY 2022
E-mail Client	Outlook ≤2016 GroupWise (unsupported)	Outlook 2018 GroupWise (supported)	Outlook 2013	Outlook 2013 to be upgraded in CY 2022
Instant Messaging	MS-Live Communication Server, Lync, Skype for Business 2015	Skype for Business 2016	N/A	
Collaboration	MS-Live Communication Server, SharePoint Server ≤2013, Google Apps	SharePoint Server ≥2013, Skype for Business		
Distance Learning		Centra		

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Data Architecture				
DBMS	SQL Server <2012 R2, Informix ≤11.7.x	SQL Server 2008, 2012/2014, 2017 (Dev), 2019 (Dev), Informix 12.1, MySQL 7.5	SQL 2012 R2 & 2014	Upgrade SQL instances <2012 in CY22
DBMS Modeling Tools	Power Designer <16.x	Power Designer 16.x		
Data Exchange Model	XML homegrown	Fixed format, GJXDM	XML	
Data Transmission Encryption	Triple Data Encryption Standard (DES)	TLS 1.0	TLS 1.1, TLS 1.2	
e-Mail Encryption		S/MIME		
Networks and Platforms				
Client Operating System	<Windows 10 1809	Windows 10 > 21H2	Windows 10 21H2	
Server & Network Operating Systems	OS/400, Windows ≤2008 R2	Windows Server 2012 R2	Windows Server 2008, 2008 R2, 2012, 2016, 2019 CentOS 7, SUSE Linux 12 & 15	Upgrade Windows Server instances <2012 in CY22

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Shared Services				
Component Service Layer	DCOM, ASP (classic), Remoting	Services (previous version), unstructured APIs, WCF	Web Services, XML	
Login Authentication	Unsecured content	UserID/Password	Dualshield 2FA/Microsoft AD	
Remote Access Through Internet by employees or contractors	ipsec/AnyConnect		Windows Server 2016 Remote Desktop Gateway	
Remote Access Through Internet by vendors or trusted partners	ipsec/AnyConnect; TeamViewer n-2 version	TeamViewer n-1 version		
Message Transport Middleware				
Message Transport Data Transformation	MQ ≤V7.1	MQ V7.5/V8.0	MQ V7.5	
	Data Junction, MQSI, DTS	Cloverleaf, WMB V10.0, BizTalk	SSIS	
Data Routing/Publish and Subscribe	MQSI	Cloverleaf, WMB V10.0, BizTalk	N/A	
File Transfer, Transactional and Scheduled Production (Mission Critical)	FTP (intercourt and using public Internet), MQ ≤7.1	SFTP (intracourt only), MQ V7.5/8.0	N/A	
File Transfer, Production Non-Transactional and Ad Hoc (Not Mission Critical and Not Sensitive)	MQ ≤7.1, FTP	MQ V7.5/8.0	N/A	

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Jury Business Applications				
Jury Management	<Jury+ NG	Jury+ NG		

INTRODUCTION

In the past the courts in Pima County have submitted a single, consolidated Information Technology Strategic Plan document each year. Business leaders met to discuss current technology issues facing their courts, to determine the business drivers impacting technology, and recommend a priority for technology projects. Technical resources likewise submitted details about local projects and inventory to the superior court planning contact for inclusion in a master document for publication and approval. As a result of changes authorized by the Commission on Technology in 2014, municipal courts in the county have been authorized to submit plans directly to the Administrative Office of the Courts to appear as attachments to the document submitted by the Superior Court and Justice Courts.

The Presiding Judge of the Superior Court provides broad administrative direction to the courts of the county. Each court also works closely with its local funding agency, which is county government for justice courts and city government for municipal or magistrate courts.

Automation for the county's municipal courts is primarily centralized with the Administrative Office of the Courts. Superior Court (including Juvenile) and the Consolidated Justice Court function on their own systems. The courts participate in providing direction for the strategic automation projects through a variety of user and other statewide policy groups. These include:

- The Commission on Technology and its subcommittees:

    o Court Automation Coordinating Committee,

    o Probation Automation Coordination Committee, and

    o The Technical Advisory Council.

- The Juvenile On-Line Tracking System (JOLTSaz) Users' Group; and

- The Adult Probation Enterprise Tracking System (APETS) Statewide Users' Group.

Courts are also represented on the Clerks of the Court Association, General Jurisdiction Case Management System Committee, Arizona Judicial Council, Committee on Superior Court, Committee on Limited Jurisdiction Courts, Superior Court Administrators Association, Limited Jurisdiction Court Administrators Association, PAM Users, as well as Code Standardization and Caseflow Managers Groups. This plan covers only the activities of Pima Consolidated Justice Court.

A. PLANNING METHOD AND PARTICIPANTS

This section outlines the participants and processes that contributed to formulating the Information Technology Plan for the Pima County Consolidated Justice Court:

PIMA CONSOLIDATED JUSTICE COURT	
Name	**Title**
The Honorable Jeffrey T. Bergin	Presiding Judge, Superior Court
Ron Overholt	Superior Court, Court Administrator
Teresa Underwood	PCCJC Court Administrator
Laura Bergin	Superior Court, Director Information Technology
Shane Kuslits	Assistant Director, Information Technology PCCJC

B. LOCAL COURT STRATEGIC AGENDAS, INITIATIVES, AND BUSINESS PRESSURES

The court supports *JUSTICE FOR THE FUTURE: PLANNING FOR EXCELLENCE 2019-2024* and its vision to increase the public's trust in the court system, to inspire confidence that individual rights are being protected, and to ensure that all citizens are being treated fairly. This strategic agenda was released in July 2019 at the direction of the judiciary's new chief justice. It remains consistent with the previous *ADVANCING JUSTICE TOGETHER* vision and encompasses five broad goals, each associated with several key strategic business needs. The goals are:

1. Promoting Access to Justice;

2. Protecting Children, Families, and Communities;

3. Promoting Judicial Branch Excellence and Innovation;

4. Enhancing Professionalism within Arizona's Courts; and

5. Promoting Public Trust and Confidence.

The complete strategic plan is available at: https://www.azcourts.gov/AZ-Courts/Strategic-Agenda.

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	TECHNOLOGY RESPONSE
Pima County Consolidated Justice Court	Promoting Access to Justice; Protecting Children, Families, and Communities; Promoting Judicial Branch Excellence and Innovation; Enhancing Professionalism within Arizona's Courts; Promoting Public Trust and Confidence.	Provide the Court, Associated Agencies, and the public with technological and operational solutions that allow fair and consistent access to the judicial system. Projects include moving to FTR for courtroom recordings, upgrading courtroom technology to be Teams enabled, implementing the ability to "broadcast" hearing audio to the public via YouTube, and implementing FTR's Virtual Justice platform.
	Promoting Access to Justice; Promoting Judicial Branch Excellence and Innovation	Complete evaluation of the statewide AJACS platform for current and future automation fit including the capability to support civil case e-filing.
	Promoting Access to Justice	Update public-facing Internet site technology to support mobile-adaptable content.

Promoting Access to Justice; Protecting Children, Families, and Communities; Promoting Judicial Branch Excellence and Innovation;	Upgrade courtroom technology to provide the judiciary and the public with a virtual courtroom option to remotely attend proceedings.

C. CURRENT TECHNOLOGICAL ENVIRONMENT

This section summarizes both the statewide and local hardware and software environment. Hardware includes mainframes, servers, desktops, and other peripherals. Software includes statewide applications, local software and desktop productivity tools.

Note: As a result of the PCCJC IT consolidation with Superior Court in July 2021, a substantial portion of the court's hardware and software will be upgraded in FY22 and FY23. Additionally, the focus in FY23 will be on completing remediation to align compliance of systems with the Judicial branch enterprise architecture and security standards and enhance operational resiliency.

HARDWARE

Listed below are the total of the number of desktops, laptops and network printers in the court. These numbers reflect changes that will be made during consolidation when all desktop hardware is replaced with Dell OptiPlex 3080 Micro PCs and Dell Latitude 5420 laptops.

Description	Total Count
Desktop total	195
Laptop total	45
Thin clients	0
Tablet total	0
Network printer total	60

The operating system (OS) for the desktops and laptops are Windows 10 Enterprise and new hardware will be capable of supporting Windows 11. The court had historically maintained a 10-year refresh cycle for desktop devices which will be changed to 5-8 years post consolidation.

These totals address "specialized uses" of some PCs in the court:

Description	Total Count
Public Access PCs	6
PCs in the Courtroom	56
Thin Client in the Courtroom	0
PCs in the Chambers	10
PCs used for ACJIS	1
Imaging PCs	10

At the beginning of the consolidation, there was a total of 9 physical servers and 34 virtual servers. The entire infrastructure at PCCJC will be eliminated as a part of consolidation and all processes and applications will be moved to the Superior Court infrastructure. Additionally, the PCCJC domain will be eliminated when all active users and processes are migrated to the sc.pima.gov Active Directory domain.

SOFTWARE

The PCCJC case management system is Agave which was Superior Court Agave code that was modified by PCCJC in 2014. This Agave environment will be referred to as Agave JP to eliminate confusion with Superior Court's Agave because they are two different code bases and implementations. PCCJC also supports locally developed applications, such as the Digital Judicial Order system, which integrate with Agave JP.

D. INFORMATION TECHNOLOGY STRATEGIC PROJECTS

This section identifies each statewide and local strategic project in which the court participates or will actively be pursing over the next three years. For those projects primarily supported at the state level, it will identify project status and describe the local courts' planned participation and note any related, independent future plans. For independent but complimentary local projects, additional details on resources and future plans are included.

This section also includes information for independent technology projects which are not primarily supported by state resources. Information on these projects includes showing alignment to both statewide and local technology strategic initiatives and enterprise architecture standards. Any technologies or products appearing in the "Retirement" column of the Enterprise Architecture standards table have a corresponding migration or replacement project identified.

The statewide strategic technology priorities as assigned by the Commission on Technology, are as follows:

1. Production Support (incl. bug fixes, req'd chgs)
2. Manage & Improve Security (incl. COOP rvw)
3. Improve Technology Recovery Capability
4. Replace Obsolete Systems
5. Review and Reinforce Technology Support
6. Virtual Court Enablement
7. Public Facing Services (eFiling, eAccess, eNotification, ODR)
8. Identify Funding Needs and Stable Sources
9. Integrate Systems to Improve Productivity and Capability
10. Enhance Core Systems with New Functionality

COT members also reaffirmed the importance of existing strategic projects and placed them in the general priority set indicated below:

- Deploy & Refine New eFiling Case Types
- Refine LJ Judge Automation for e-Filing
- Justice Court eFiling
- FARE - Infrastructure Port
- Deploy Online Dispute Resolution
- Mental Health Repository
- Data Standards Translation Technology
- IT Operational Standards
- APETS Replacement

- eWarrant System Rollout
- New Appellate CMS Implementation
- FARE Implementation for Non-Standard Courts
- LJ PSA Automation
- Data Access Portals
- Digital Evidence
- Virtual Court Support
- Child Support Calculator Updates
- Prosecutor/PD System Integration

* Note: Not all projects apply to the limited jurisdiction courts in the state.

COURT IT ACCOMPLISHMENTS CY2021

This section lists the accomplishments of the court in information technology projects from January 2021 to January 2022.

PCCJC ACCOMPLISHMENTS

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
Local	Public Facing Services	Changes made to Agave JP and corresponding Financials and reports in support of Prop 207 legislation	July 2021
Local	Public Facing Services	Upgrade to support Marana and Oro Valley in support of e-citations	March and July 2021
Local	Production Support	Completed data retention cleanup	November 2021
Local	Production Support	Implemented 2021 Legislative changes in Agave	September-October 2021

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
Local	Production Support	Changes to JP Weddings process and website to support audit findings	October 2021
Local	Production Support	Implemented Agave JP specialty court tracking (data capture and reports)	August 2021
Local	Virtual Court Enablement	Transitioned courtroom audio/visual support to FTR in preparation of implementing FTR's virtual justice capability	September 2021

COURT PROJECTS MASTER LIST

This section collects all information technology project-related information for all the court during calendar year 2022. Projects listed include both those in support of statewide efforts as well as independent strategic technology projects that support the court's strategic initiatives independent from the statewide projects.

STATEWIDE PROJECT PARTICIPATION

Strategic Project Name / Phase	Brief Project Description	Related Statewide Project	Participation Scheduling	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
AJACS Fit / Gap Analysis	Complete evaluation of the State AJACS platform for current and future automation fit	Integrate Systems to Improve Productivity and Capability	One of the last	FY22	Planned	PCCJC IT and business staff will need to be available to support the evaluation which will impact other remediation efforts

OTHER LOCAL INDEPENDENT PROJECTS

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
Refresh All Desktops and Monitors	Complete a full refresh of all desktop hardware to the SC domain. Improve technology recovery capability	FY23	Planned	None
Implement O365 & Eliminate On-Premise Exchange Server	Move all users to O365 to the sc.pima.gov domain and implement Advanced Threat Protection and Multi-Factor Authentication	FY23	Planned	None
Replace County-Managed Network Switches	Replace with Cisco Court-managed devices and integrate with superior court network	FY22	Planned	None
Implement Port Security	Implement port security court-wide at PCCJC	FY23	Planned	None
Migrate All Virtual Processes to Superior Court's Environment	Retire legacy VMWare environment. Replace VMWare environment through consolidation with superior court's hyper-converged infrastructure	FY23	Planned	Legacy application code may not be compatible with new O/S
Implement ForcePoint Firewall	Retire legacy content management appliance and software and review all content filtering rules	FY23	Planned	None
Implement Cisco Secure Endpoint	Implement Cisco Secure Endpoint for all desktops and servers	FY23	Planned	None
Upgrade Agave JP Cluster	Upgrade Agave JP cluster hardware to latest O/S and SQL 2019 or 2020 Note: this is dependent on the outcome of AJACS fit/gap analysis project	FY23	On Hold	Complex upgrade due to number of SQL versions behind and current cluster architecture

OTHER LOCAL INDEPENDENT PROJECTS

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
Upgrade Courtroom Audio Visual Technology	Move courtroom recording technology to FTR, upgrade A/V in 14 courtrooms to be Microsoft Teams enabled and implement FTR Virtual Justice	FY24	On Hold	None
Implement Live Hearing Audio Broadcasting	Implement required technology changes in rooms and complete network consolidation to support live broadcast of hearings to the public	FY23	On Hold	Dependent on courtroom A/V upgrades

D. 1. MAJOR STATEWIDE INITIATIVES AND PLANNING/IMPACT INFORMATION

The tables below provide Commission on Technology with visibility into the demand for the new technology initiatives that require long-range preparation and may have significant impacts on local infrastructures, resources, and training requirements. Courts should consider high-level impact perspectives that factor into their participation in statewide systems and initiatives.

STATEWIDE INITIATIVE
COURT ACCESS TO MENTAL HEALTH REPOSITORY

Description:

The Committee on Mental Health and the Justice System recommended the creation of a workgroup to analyze and make recommendations to improve processes and coordination among courts handling Title 13, Title 36, or Title 14 proceedings involving a single individual. This information also impacts a Rule 11 proceeding or a subsequent Petition. They concluded that judges and attorneys involved in Rule 11, Title 36, or Title 14 proceedings must have access to basic information about a defendant's involvement in other mental health proceedings, including current location, findings, or pending proceedings in any other court in the state to preclude a finding that may be duplicating or contradictory to other pending matters.

The AOC has been charged with building a repository for Rule 11 information, to be populated by courts, that provides the basic information needed for attorneys to properly secure release of appropriate records from the correct court(s). This data repository will <u>not</u> include medical reports or other case documents. The attorney and/or court will still be responsible for requesting the release of the relevant records.

Anticipated rollout timeline: AOC ITD is developing the case repository, using information categories and subject matter experts identified by the Committee. Connection to the repository by courts is dependent upon loading all data into the central case repository, scheduled for completion in mid-2022.

1. **Timeframe in which needed**: (immediately, next 12 months, 1-2 years, 3-4 years)	Schedule determined by AOC.
2. **General Importance or Impact to Your Court**:	

STATEWIDE INITIATIVE

ENHANCE LJ JUDGE AUTOMATION
(Limited Jurisdiction Courts Only)

Description:
Historically, court automation was significantly structured to take place in the back-office via a judicial administrative assistant, clerk, court information staff, or judicial officer. Current technology advances provide the opportunity to move away from paper and into the digital world. All technology enhancements introduce changes that have some impact on the court and court processes. The LJ AJACS application offers court staff and judicial officers the ability to use the court management system in the courtroom as well as in the back office.

The current AJACS Case Worksheet has been available to all LJ courts since their conversion from AZTEC. A new Judge Automation Focus Group will assess worksheet modifications and enhancements necessary to speed the judicial process and further streamline case processing (both in the courtroom and back office). This focus group will provide valuable feedback and suggestions for module enhancements and development of new features.

In addition, the AJACS system provides judges with electronic case documents and the ability to apply digital signatures to court documents, thereby eliminating the need for excess paper and hardcopy case files. Judges can view all available case documents through the Case Worksheet or Documents tab. Judges can apply their signature electronically to case documents that can then be signed electronically by the defendant. Some additional system enhancements to provide a more efficient electronic case processing experience through AJACS are under consideration and this system functionality will also be reassessed though the LJ Judge Automation project.

Anticipated rollout timeline: Judges and court staff were trained on the use of the worksheet prior to each court's AJACS implementation. Additional features and enhancements determined by the Judge Automation Focus Group are being targeted for analysis, design, and development beginning summer of 2021. Implementation will be accomplished in two phases as future AJACS releases are pushed out. Phase I enhancements are targeted for February 2022 and Phase II prior to the end of calendar year 2022.

1. **Timeframe in which needed**: (immediately, next 12 months, 1-2 years, 3-4 years)	N/A

2. **General Importance or Impact to Your Court**: PCCJC uses local Agave JP not AJACS.

STATEWIDE INITIATIVE

ELECTRONIC FILING CASE TYPES EXPANSION
(Including Limited Jurisdiction Courts)

Description:

Delivering case information online removes the need for clerks to manually enter case data and scan case documents into CMSs, which has been the norm for processing physical paper documents delivered over the counter for decades. The goal of this statewide initiative remains to enable the e-filing of all case types in all Arizona courts. All general jurisdiction courts support civil case e-filing and all courts support protective order e-filing. Work is getting underway on family court and justice court e-filing.

As technologies evolve and more experience is gained, new concepts and approaches will be introduced to handle e-filing more efficiently and effectively. Equally important is reducing the cost of maintaining physical paper managed by each court. The current focus is to expand the implementation of e-filing by supporting additional case types. Functional enhancements planned include filing fees collection for the applicable case types, improved user experiences for each case type, case initiation support in Family cases, at a minimum, as well as system-to-system e-filing support in General Jurisdiction and Limited Jurisdiction courts.

Depending on the case type, an estimated 70 percent or greater of limited jurisdiction submissions are made in bulk by a handful of law firms, particularly in Eviction Action and Regular Civil cases. The delivery approach to be taken will consist of identifying the data required to create and supplement each case type, design and develop the user interface for each case type, and ensure that the message exchanges carry all requisite data and documents required for judge decision-making.

Anticipated rollout timeline: Varies by level of court and case type. Case types (e.g., General Jurisdiction Family, Probate, Guardianship Conservator, Criminal, Juvenile Delinquency, Mental Health; Limited Jurisdiction Eviction Action, Regular Civil, and Small Claims) will be delivered on a case type-by-case type basis. Depending on the need, such as post-pandemic relief, the development of certain case types will take priority over others. Once user interface-based e-filing is established, attention will turn to the handful of law firms who want to support their bulk e-filing needs via system-to-system LegalXML message exchanges.

1. **Timeframe in which needed**: (immediately, next 12 months, 1-2 years, 3-4 years)	Your timeframe here
2. **General Importance or Impact to Your Court**: E-filing is important to PCCJC and would need to be built locally if integrated with Agave JP.	

STATEWIDE INITIATIVE

PROSECUTOR/DEFENDER CRIMINAL CASE INTEGRATION

Description:

Prosecutors and Public Defense attorneys desire to e-file their submissions from within their respective Records Management Systems (RMSs). In this circumstance, the RMS functions as a third-party EFSP so the standard e-filing system user interface is not used. The implementation approach, called system-to-system e-filing, calls for the integration of data-carrying message exchanges communicated between the RMSs and the statewide e-filing system based on the OASIS LegalXML Electronic Court Filing v4.01 international standard, augmented by the Arizona Supreme Court's LegalXML extension schema and written specifications. The statewide e-filing system currently supports these message exchange standards. This project may also require expanding the scope of standard e-filing to support Arizona Disposition Reporting System (ADRS) updates.

Each prosecuting attorney and public defender organization will require support from their respective RMS providers to develop the message exchange interfaces necessary to support system-to-system e-filing. Each vendor's implementation will be certified by the AOC before being permitted to e-file in the Court's production environment.

Anticipated rollout timeline: Varies by level of court and case type. The greater e number of different RMS products involved, the longer the implementation schedules will be.

1. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	Your timeframe here

2. General Importance or Impact to Your Court: Not applicable to PCCJC unless it is built independent of the AOC.

STATEWIDE INITIATIVE
APETS REPLACEMENT

Description:

The scope of this project is to replace the current statewide Adult Probation Case Manage-ment System, APETS, with a modern, commercial-off-the-shelf solution that meets Adult Probation's needs and requirements. The commitment is to find a statewide approach and solution that meets the needs of the state's very diverse user groups; the merits and features of the systems will be evaluated against these statewide needs to determine suitability. Some of the target features for a replacement case management system include modernization, mobility, and managerial analytics. Maricopa County transitioned management of this effort to AOC, with continued statewide representation and engagement.

The initial RFP was published on June 9, 2021. The Court later determined that the RFP was overly complex and did not provide clear enough instructions and guidance for vendors resulting in its cancellation. Once completed, the re-drafted RFP will be published and will track to a revised timeline for the evaluation and procurement activities to be completed.

Anticipated rollout timeline: A product must first be selected and a contract secured with the awarded vendor. Once completed, AOC will begin working with the vendor to establish the project plan and associated timeline. A rollout strategy will also be established to assist counties in preparing for the target timeframes to begin transitioning to the new case management system.

2. **Timeframe in which needed**: (immediately, next 12 months, 1-2 years, 3-4 years)	N/A

2. **General Importance or Impact to Your Court**: Not applicable to PCCJC.

STATEWIDE INITIATIVE

ELECTRONIC WARRANT EXPANSION

Description:

The purpose of the eWarrant effort is to enable automated statewide arrest warrant processes for all Arizona jurisdictions to streamline the overall process though reliance on a single, trusted warrant repository in the state. The project is currently investigating various technical options. Provided sufficient funding can be obtained, following proof of concept and license negotiation with a key supporting vendor, the eWarrants Project will undertake full automation of existing warrant processes from end to end in a consistent manner throughout the entire State for courts and law enforcement agencies.

When a court issues or quashes a warrant, a CMS interface will electronically generate a transaction to be sent to the JWI system at DPS for law enforcement to act upon. Once the warrant has been executed by law enforcement and updated in JWI, the court will be electronically notified via AJACS. This round-trip process will keep warrant issues and servers in synch with each other and enable near-real-time notification between agencies on warrant-related activities, removing the guesswork that has plagued the paper system.

Anticipated rollout timeline: Following a pause for implementation of new warrant forms, AJACS enhancements have been made and testing with several pilot courts, JWI, and DPS is nearing completion. A timeline for statewide rollout will be predicated on the readiness of local law enforcement agencies that file into each court.

2. **Timeframe in which needed**: (immediately, next 12 months, 1-2 years, 3-4 years)	Your timeframe here

2. **General Importance or Impact to Your Court**: State-wide evaluation not applicable to PCCJC

STATEWIDE INITIATIVE

COURTROOM AUTOMATION

Description:

The AJACS Case Management System provides automated case processing and workflow that assist court personnel with efficient management and disposition of court cases. Now that AJACS has been fully deployed to all ACAP courts the time has come to review the effectiveness of the application and identify further areas of improvement that will streamline court operations, specifically within the courtroom. To achieve this goal, modifications and enhancements to the Scheduling and Case Worksheet modules, as well as automated forms generation will be reviewed and analyzed. The LJ AJACS User Group will be asked to assist with identifying specific system functionality and workflows that should be enhanced and will act as subject matter experts. They will assist with testing as modifications are made.

In addition to the AJACS modifications, courts will have access to a digital evidence portal for acceptance, management, and courtroom presentation of any evidence that can be submitted in a digital form. The additional use of digital evidence technology in the courtroom may require additional equipment or improvements to existing A/V equipment.

Anticipated rollout timeline: Analysis of current functionality and business requirements gathering of enhancements will begin with LJ AJACS User Group at the November 2021 meeting. Development will be prioritized and planned for future AJACS releases beginning in the summer of 2022. Digital evidence is in the pilot phase with general rollout anticipated to begin late in FY22.

2. **Timeframe in which needed**: (immediately, next 12 months, 1-2 years, 3-4 years)	FY22/FY23

2. **General Importance or Impact to Your Court**: PCCJC has ARPA funding available to make courtroom technology improvements and will begin working with FTR in FY22 to identify the scope of technology changes and to develop an implementation plan.

STATEWIDE INITIATIVE

ONLINE DISPUTE RESOLUTION DEPLOYMENT

Description:

Consistent with the goal of promoting access to justice and the recommendations of the Fair Justice Task Force, the Judicial Branch is working to reduce the time and expense in certain types of cases by allowing litigants to resolve disputes without ever coming to the courthouse. An online dispute resolution (ODR) system would facilitate evaluation, negotiation, and judicial decision in those case types.

A Criminal Misdemeanor ODR project was initiated to assist courts in limiting the number of in-person proceedings during the COVID pandemic, per Administrative Order 2020-48. The project will allow the arraignment and plea negotiation of criminal misdemeanor cases to occur online asynchronously. The program will allow for self-represented defendants as well as defense counsel to interact with the prosecutor. Documents can be executed and exchanged between parties and the court. This process alleviates in-person contact and allows options for prosecutors and defense counsel to continue to resolve cases while working remotely.

The AOC received $110,600 in Arizona Coronavirus Emergency Supplemental Funding (ACESF) for the purposes of implementing the Criminal ODR project. A contract and amendment have been signed with Court Innovations (Matterhorn) to deploy the application to 22 total limited jurisdiction courts.

Anticipated rollout timeline:

ODR has been implemented in 9 courts, 6 additional courts have been trained and go-live is pending prosecutor readiness. The remaining 7 courts are targeted to be implemented in FY22.

2. **Timeframe in which needed**: (immediately, next 12 months, 1-2 years, 3-4 years)	N/A

2. **General Importance or Impact to Your Court**: No plans at this time.

STATEWIDE INITIATIVE

LJ PUBLIC SAFETY ASSESSMENT AUTOMATION

Description:

This project involves developing an automated process for completing the Public Safety Assessment (PSA) report, a pretrial release assessment which is currently prepared by pretrial officers for judges to use when establishing release conditions for persons arrested for crimes. The long-term goal is to develop an automated system that would eliminate or significantly reduce the workload and amount of time it takes to complete a PSA, enabling the PSA to be used in additional limited jurisdiction courts which may not have pretrial services staff to conduct the assessment.

Project Phases One and Two built the infrastructure within the Justice Web Interface (JWI) to include the PSA questions and PSA report with calculated risk scores. Phase Three was anticipated to analyze and scope the creation of a fully automated process, including FTAs and out-of-state offenses. It was expected that automation would be developed for evaluating and answering the nine questions contained in the assessment, including evaluating information from 18 states that have determined violent offense lists for their jurisdictions. Changes in the statewide criminal history information service also created challenges for Phase Three, as information was received and parsed differently, causing additional time and work effort. Achieving the goal of full automation requires additional development and project phases to evaluate violent offenses in the remaining 31 states.

Developing a process for automatically initiating the PSA at the time a person is booked or fingerprinted, an additional long-term goal, requires additional stakeholders and buy-in, posing a significant challenge.

Anticipated rollout timeline: Phase Three development work is on hold awaiting resources anticipated to be available in February 2022. Additional phases are possible but not yet planned.

1. **Timeframe in which needed**: (immediately, next 12 months, 1-2 years, 3-4 years)	N/A

2. **General Importance or Impact to Your Court**: No plans at this time.

STATEWIDE INITIATIVE

JOLTSAZ DEPENDENCY & OFFICER UI (PROBATION)

Description:
The Dependent Children Automated Tracking System (DCATS) is the system of record used by the counties to enter statistical information on cases and volunteers. It is extensively used by both Court Appointed Special Advocates (CASA) and Foster Care Review Board (FCRB) for day-to-day tasks and activities. DCATS technology is outdated and must be replaced. In addition, all Dependency data needs to be housed in one location to eliminate a significant amount of duplicate data entry. A multi-phase development and conversion effort is ~~getting~~ underway to accomplish these tasks.

Technical evaluations are in progress for interface changes to JOLTSaz to provide a front-end web application for field officers, as currently used by Pima Juvenile Probation, for performing needs and strengths assessments for juveniles to further adopt evidence-based practices.

Anticipated rollout timeline: DCATS replacement requirements have been gathered and development is in progress. The rollout is projected to begin in Fall 2022. JOLTSaz interface changes are planned but no analysis or requirements work has begun. Once complete, the work effort can be estimated and a project plan established.

1. **Timeframe in which needed**: (immediately, next 12 months, 1-2 years, 3-4 years)	N/A

2. **General Importance or Impact to Your Court**: Not applicable to PCCJC.

STATEWIDE INITIATIVE

DIGITAL EVIDENCE ROLLOUT

Description:
Following the recommendations of the chief justice's Digital Evidence Task Force, Commission on Technology's Technical Advisory Council crafted a vendor-developed cloud solution or handling the full lifecycle of digital evidence that could be implemented within two years. Governance bodies gave approval for the concept. Clerks will be provided tools and services to manage digital evidence and access to it within the portal solution. Attorneys and self-represented litigants will have the ability to upload evidence and present it from its digital form during court proceedings.

Post-COVID, remote court operations greatly increased the pressure for a solution and accelerated the timeline for proving the concept in pilot courts. In the interest of time, CaseLines from Thomson-Reuters, a packaged solution that addresses only the courts' portion of the evidence lifecycle, was selected for a demonstration project as pricing details and a payment model were negotiated.

Mohave Superior Court was the first court to have staff trained and to go live for hearings in civil and criminal case types.

Anticipated rollout timeline: Digital evidence remains in the pilot phase for various case types at multiple courts. A more general rollout is anticipated to begin in mid-FY22, depending on availability of AOC resources.

2. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	Possible readiness in FY23

2. General Importance or Impact to Your Court: Courtroom technology upgrades need to be in place before proceeding with this initiative.

D.2. LOCAL INFORMATION TECHNOLOGY STRATEGIC RESOURCES

This section provides high-level information about the technology spending and resources by court for FY2022.

Court PCCJC	State Device Cost	Other Technical Cost	Number of:	
			Court PCCJC FTE Technical Staff	City/County FTE Technical Support Staff
Pima County Consolidated Justice Court	N/A	$336,486	4	0
Other (vacancies)	N/A	$476,993	7	0

APPENDIX A. CURRENT ENVIRONMENT

1. COURT HARDWARE ENVIRONMENT

This appendix lists all court-owned hardware deployed, including mainframes, servers, desktops, and other peripherals.

Dept.	PC Operating System	PC Count	Replacement Date / Strategy	Laptop Operating System	Laptop Count	Tablet Operating System	Tablet Count	Thin Client	Replacement Date/ Strategy	# of Network/ PC Printers
Pima County Consolidated Justice Court	Windows 10 1909 Enterprise	195	FY22/FY23	Windows 10 1909 Enterprise	45	0	0	0	Windows 11 FY22/FY23	60

2. HARDWARE FOR SPECIAL FUNCTIONS

Department	Number of				
	Public Access PCs	In Courtroom PCs	In Courtroom Thin Clients	In Chambers PCs	Imaging Workstations
Pima County Consolidated Justice Court	6	56	0	10	10

3. LOCAL SERVER HARDWARE AND FUNCTION

Note: As a result of the PCCJC IT consolidation with Superior Court, all network and server infrastructure will be consolidated into the Superior Court environment and PCCJC will no longer operate an independent infrastructure. The PCJC Agave JP cluster will be upgraded in FY23 to the latest Dell hardware, O/S, and SQL version (2019 or 2020) *unless* a decision is made that transition to AJACS is a better long-term solution for the court.

Department	Server Hardware Type	Server Count	Operating System	Replacement Date/Strategy
Pima County Consolidated Justice Court	3 Dell R710 Servers	4	VMWare	Migrate to Superior Court infrastructure in FY22/FY23
	2 Dell R740 Servers	2	Windows 2008 R2	Upgrade Agave JP cluster environment in FY23 or migrate to AJACS
	Dell R320	1	VMWare	Migrate to Superior Court infrastructure in FY22/FY23
	Dell R320	1	Windows 2008 R2	Migrate to Superior Court infrastructure in FY22/FY23
	Dell 1950	1	Windows 2008 R2	Migrate to Superior Court infrastructure in FY22/FY23

4. NETWORK ENVIRONMENT

Department	Number of Devices (PCs & Printers) on Network	Network Software (NOS)	Firewall brand/model	Other Security Provisions
Pima County Consolidated Justice Court	295	Windows Server 2022	CISCO ASAs	Implement ForcePoint firewall, Cisco Secure Endpoint, Cisco ISE (port security), Cisco FirePower and Microsoft O365 Advanced Threat Protection in FY22/FY23

5. SOFTWARE ENVIRONMENT

This section identifies all the software used in the court by category or function. It includes the state-provided applications (such as AJACS, TIP, PIMS, JOLTSaz, and APETS) and also any word processing, spreadsheet, report writing and other database or other tracking applications.

Application Name	Developed/ Supported by	Courts Using	Vendor Package, Bolt-On, or Standalone	Implementation Date	Replacement Date/Strategy
Adobe Acrobat Adobe Pro DC	Adobe/Local Staff	Pima Consolidated Justice Court	Vendor Package		Migrate to Adobe cloud licensing as part of consolidation
Agave JP CMS (includes imaging and financial)	Local Staff	Pima Consolidated Justice Court	Standalone	2014	Complete evaluation of AJACS
MS SQL Server 2012	Vendor / Local staff	Pima Consolidated Justice Court	Vendor Package		SQL 2012 will be replaced with SQL 2019 or 2022 in FY22 and FY23 as applications are remediated
File Tracking System (barcode based)	Local Staff	Pima Consolidated Justice Court	Standalone	2016	
FARE Module	Local Staff	Pima Consolidated Justice Court	Vendor Package, Bolt-On	2016	
FTR recording software and FTR courtroom technology	FTR	Pima Consolidated Justice Court	Vendor Package	2022	Updates are included with the annual maintenance
Integration – Electronic Data Reporting of Citations / Dispositions to MVD	AOC	Pima Consolidated Justice Court	Bolt-On	2015	

Application Name	Developed/ Supported by	Courts Using	Vendor Package, Bolt-On, or Standalone	Implementation Date	Replacement Date/Strategy
Interactive Voice Response System	Pima County ITD/CenturyLink	Pima Consolidated Justice Court	Vendor Package		
SMS Texting to Constituents	Mitel & Twilio	Pima Consolidated Justice Court	Vendor Package	Middleware rewritten in 2021	
Microsoft Office 365	Microsoft / Local Staff	Pima Consolidated Justice Court	Vendor Package	FY22/FY23	
Microsoft Visual Studio 2010, 2019	Microsoft / Local Staff	Pima Consolidated Justice Court	Vendor Package	FY22	
BMC TrackIT – help desk ticket tracking	Vendor / Local Staff	Pima Consolidated Justice Court	Vendor Package		
PeopleTrack Human Resources Software	Vendor / Local Staff	Pima Consolidated Justice Court	Vendor Package		
Mitel Communicator Desktop/Phone Integration	Pima County ITD/Mitel	Pima Consolidated Justice Court	Vendor Package		Provided by the County
Cisco Secure Endpoint	Cisco/Local staff	Pima Consolidated Justice Court	Vendor Package	FY22/FY23	Under Cisco Enterprise Agreement
Tax Intercept Program (TIP)	State	Pima Consolidated Justice Court	Standalone		
Conditions of Release	Local staff	Pima Consolidated Justice Court	Bolt-On		

6. COMPARISON OF ENVIRONMENT TO ARIZONA JUDICIAL BRANCH ENTERPRISE ARCHITECTURE

The table below prompts you to identify any current technologies and products classified in the retirement and containment categories of the architecture. Beginning with the FY08 plan, COT requires that a project be defined for the removal/replacement or any item listed in the "retirement" category within plan period. Items in the "containment" category can have no additional use without exception being granted by COT. The next stop on the lifecycle is retirement; therefore, further investment is unwise and serves to make removal/replacement only more difficult and expensive.

The complete, updated table appears on the COT website at http://www.azcourts.gov/cot/EnterpriseArchitectureStandards.aspx. Where there are unique, local undertakings that cannot be leveraged, a court is free to go beyond the standards set in the table. When sharable modules related to core applications are developed, the standards must be followed.

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline

Applications & Tools

User Interface Delivery Method for Public Access	Internet Explorer	HTTP unsecured anything, all links should use HTTPS/TLS	IE 11, Chrome, Edge	Migrate to superior court domain and eliminate IE
User Interface Delivery Method for Business Applications	Character based, Silverlight, Plugin-based, Classic ASP	.NET FULL Framework	VB.NET	
Electronic Document Management	Hyland OnBase <17	Hyland OnBase 17/18	Agave JP	
Document Imaging	Kofax Card (SCSI)	Kofax Ascent Capture	Agave JP	
Report Writer for Ad Hoc Reporting	Crystal <10 MS-SSRS ≤2008	Crystal ≤10 MS-SSRS 2012	MS SQL Server 2012 Reporting Services	Upgrade to latest SQL in FY23
Report Writer for Business Application Reports	Crystal <10 MS-SSRS ≤2008	Crystal 10 MS-SSRS 2017	MS SQL Server 2012 Reporting Services	Upgrade to latest SQL in FY23
Development Languages	ASP (Classic), COBOL, JAM, RPG,	Java, .NET FULL Framework	ASP (Classic), ASP.NET;	Migrate ASP Classic to ASP.NET in FY23

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
	Windows Work-flow Foundation		VB.NET; C#.NET Frameworks 4.X	
Development Environment	Visual Studio ≤2015, Windows Workflow Foundation	Visual Studio 2017	MS Visual Studio 2010	Upgrade to MS Visual Studio 2019 in FY22
Source Control	Aldon, VSS, CCC Harvest, Mercurial	SVN, source control process	Microsoft Team Foundation Server	Move to Azure DevOps 21 in FY22
Code Generation	Alachisoft, Visible Developer		N/A	

Office Productivity Tools

Architecture Layers	Retirement	Containment	Current Court Technology or Product	Remediation Plan / Timeline
Word Processing	Word ≤2016	Word 2018	Word 2019	Move to O365 in FY22/FY23
Spreadsheet	Excel ≤2016	Excel 2018	Excel 2019	Move to O365 in FY22/FY23
Presentation	PowerPoint ≤2016	PowerPoint 2018	PowerPoint 2019	Move to O365 in FY22/FY23
Local Standalone Database	MS-Access ≤2016	Access 2018	None in use at this time	
E-mail Client	Outlook ≤2016 GroupWise (unsupported)	Outlook 2018 GroupWise (supported)	Outlook 2019	Move to O365 in FY22/FY23
Instant Messaging	MS-Live Communication Server, Lync, Skype for Business 2015	Skype for Business 2016	None in use at this time	Move to Teams in FY22/FY23
Collaboration	MS-Live Communication Server, Share-Point Server <2013, Google Apps	SharePoint Server ≥2013, Skype for Business	None in use at this time	Move to O365 in FY22/FY23

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Distance Learning		Centra	None in use at this time	

Data Architecture

DBMS	SQL Server <2012 R2, Informix ≤11.7.x	SQL Server 2012/2014, Informix 12.1, MySQL 7.5	MS SQL Server 2012, 2016, 2019	Upgrade SQL to latest version in FY23
DBMS Modeling Tools	Power Designer <16.x	Power Designer 16.x		
Data Exchange Model	XML homegrown	Fixed format, GJXDM	Fixed format, XML	
Data Transmission Encryption	Triple Data Encryption Standard (DES)		None in use today	
e-Mail Encryption		S/MIME	Available via the Barracuda appliance	Move to O365 in FY22/FY23

Networks and Platforms

Client Operating System	<Windows 10 1809	Windows 10 1809	Win 10 Enterprise 1909	Migrate to Win11 in FY22/FY23 during hardware refresh process
Server & Network Operating Systems	OS/400, Windows ≤2008 R2	Windows Server 2012 R2	Windows Server 2008 R2, 2012 R2 and 2019	Migrate to Windows Server 2022 in FY23/FY24

Shared Services

Component Service Layer	DCOM, ASP (classic), Remoting	Services (previous version), unstructured APIs, WCF	ASP; ASP.NET; Web Services	
Login Authorization	Unsecured content	UserID/Password	UserID/Password	
Remote Access Through Internet by employees or contractors	ipsec/AnyConnect		ASA AnyConnect	Move to AOVPN in FY22/FY23

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Remote Access Through Internet by vendors or trusted partners	ipsec/AnyConnect; TeamViewer n-2 version	TeamViewer n-1 version	Team Viewer for digital signage and queuing system	Migrate to O365 in FY22/FY23

Message Transport Middleware

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Message Transport	MQ ≤V7.1	MQ V7.5/V8.0	MQ v8.0.0.15	
Data Transformation	Data Junction, MQSI, DTS	Cloverleaf, WMB V10.0, BizTalk	None in use today	
Data Routing/Publish and Subscribe	MQSI	Cloverleaf, WMB V10.0, BizTalk	None	
File Transfer, Transactional and Scheduled Production (Mission Critical)	FTP (intercourt and using public Internet), MQ ≤7.1	SFTP (intracourt only), MQ V7.5/V8.0	SFTP; MQ v8	
File Transfer, Production Non-Transactional and Ad Hoc (Not Mission Critical and Not Sensitive)	MQ ≤7.1, FTP	MQ V7.5/V8.0	SFTP	

Jury Business Applications

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Jury Management	<Jury+ NG	Jury+ NG	Jury+ WebGen (Managed by Superior Court)	

A. STATE-LEVEL STRATEGIC AGENDAS, INITIATIVES, AND BUSINESS PRESSURES

The chief justice has identified strategic business goals, initiatives, and pressures that relate to the limited jurisdiction courts as follow:

STRATEGIC AGENDAS
Promoting Access to Justice
Protecting Children, Families, and Communities
Promoting Judicial Branch Excellence and Innovation
Enhancing Professionalism Within Arizona's Courts
Promoting Public Trust and Confidence

B. LOCAL COURT AND CITY STRATEGIC AGENDAS, INITIATIVES, AND BUSINESS PRESSURES WITH RESPONDING TECHNOLOGY INITIATIVES OR PROJECTS

The courts and their associated local funding entities have identified strategic business goals, initiatives, and pressures, some of which respond to county agendas and initiatives. Court technology has responded to those initiatives, where applicable, as shown.

COURT/LOCAL GOV'T NAME	STRATEGIC AGENDA	TECHNOLOGY RESPONSE
Ajo Justice Court	Improving Communications and Community Participation	Implement document imaging (Continuing from 19/21)
Ajo Justice Court	Promoting Access to Justice	Implement Smart Board in courtroom. (Continuing from 19/21)
Ajo Justice Court	Improving Court Processes	Adobe Acrobat Pro (Continuing from 19/21)

COURT/LOCAL GOV'T NAME	STRATEGIC AGENDA	TECHNOLOGY RESPONSE
Green Valley	Promote access to Justice	Implement document imaging
Green Valley	Other local business item	Security Camera Upgrade and Network with AOC computers
Green Valley	Improve communications and community participation	Coordinate an Emergency Action Plan Alternative for Conducting Court Business
Marana Municipal Court	Promoting Access to Justice, Enhancing Professionalism within Arizona's Courts	Ongoing forms improvements
Marana Municipal Court	Promoting Judicial Branch Excellence and Innovation, Enhancing Professionalism with Arizona's Courts	Ongoing Website Enhancement and inclusion of seamless documents
Marana Municipal Court	Promoting Judicial Branch Excellence and Innovation	Explore document scanning in AJACS
Marana Municipal Court	Promoting Judicial Branch Excellence and Innovation	Explore Obtaining Access to Drug Court Information Management System (DIMS)
Oro Valley Magistrate Court	Improve Court Processes	Update Audio Recording System in Courtroom/Broadcast to Lobby
Oro Valley Magistrate Court	Improve Court Processes/Promote Access to Justice	Online Dispute Resolution
Oro Valley Magistrate Court	Improve Court Processes	Digital Signatures
Oro Valley Magistrate Court	Promote Access to Justice	Install Assisted Listening Devices in Courtroom
Oro Valley Magistrate Court	Promote Access to Justice	Purchase Interpreter Equipment or Enable Zoom Interpreting
Oro Valley Magistrate Court	Improve Court Processes	Create Document Center for Court Forms, Procedures
Sahuarita Municipal Court	Promoting Access to Justice	Automated Notification health Services
Sahuarita Municipal Court	Improving Court Processes	Records Management
Sahuarita Municipal Court	Improving Court Processes	Improve Electronic Court Forms
Sahuarita Municipal Court	Improving Communication and Cooperation	Wi-Fi Connectivity

COURT/LOCAL GOV'T NAME	STRATEGIC AGENDA	TECHNOLOGY RESPONSE
Sahuarita Municipal Court	Improving Communication and Cooperation	Intercom Communications
South Tucson City Court	Improve communications and cooperation	Courtroom Touchpad for e-Signature and Fingerprint
South Tucson City Court	Promote Access to Justice	Implement e-Citations
South Tucson City Court	Promote Access to Justice	Continue to Provide Web Page Enhancement
South Tucson City Court	Improve Court Processes	Increase Public Accessibility to MVD Functions
South Tucson City Court	Improve communications and cooperation	Front End and Current Active Case File Scanning
South Tucson City Court	Promote Access to Justice	Increase Public Accessibility to AZPoint
South Tucson City Court	Promote Access to Justice	Technology and Equipment to Hold Video Court

C. STATEWIDE INFORMATION TECHNOLOGY STRATEGIC PROJECTS

For reference, the statewide strategic technology priorities as assigned by the Commission on Technology, are as follows:

1. Production Support (incl. bug fixes, req'd chgs)
2. Manage & Improve Security (incl. COOP rvw)
3. Improve Technology Recovery Capability
4. Replace Obsolete Systems
5. Review and Reinforce Technology Support
6. Virtual Court Enablement
7. Public Facing Services (eFiling, eAccess, eNotification, ODR)
8. Identify Funding Needs and Stable Sources
9. Integrate Systems to Improve Productivity and Capability
10. Enhance Core Systems with New Functionality

COT members also reaffirmed the importance of existing strategic projects and placed them in the general priority set indicated below:

- Deploy & Refine New eFiling Case Types
- Refine LJ Judge Automation for e-Filing
- Justice Court eFiling
- FARE - Infrastructure Port
- Deploy Online Dispute Resolution
- Mental Health Repository
- Data Standards Translation Technology
- IT Operational Standards
- APETS Replacement

- eWarrant System Rollout
- New Appellate CMS Implementation
- FARE Implementation for Non-Standard Courts
- LJ PSA Automation
- Data Access Portals
- Digital Evidence
- Virtual Court Support
- Child Support Calculator Updates
- Prosecutor/PD System Integration

* Note: Not all projects apply to the limited jurisdiction courts in the state.

D. COURT TECHNOLOGY PROJECTS MASTER LISTING

This section lists the accomplishments of the court in information technology projects from January 2020 to January 2022.

COURT NAME	STRATEGIC PROJECT	ITEM DESCRIPTION	LOCAL ACCOMPLISHMENT
Green Valley JC	Kiosk – Computer in Lobby	Install computer in lobby for AZPoint access and fillable court forms.	12 months
Marana	Forms Improvement Project	Implement new and improve existing fillable forms for courtroom and clerk use	Ongoing
Marana	Website Enhancement	Enhance and improve the court website to provide the public with additional resources for interacting with the justice system	Ongoing
Marana	Jury Trial Improvements	Improve the jury process to comply with CDC guidelines	Ongoing
Marana	Promoting Access to Justice	Install PC in Court Lobby for AZPoint users	2020
Oro Valley Magistrate Court	Improve Court Processes	Document Scanning/Imaging	As of July 15, 2021, all files have been scanned into AJACS. We no longer retain any paper case files.
Oro Valley Magistrate Court	Improve Court Processes	Case File Tracking	All "movement" of case files is now done electronically. We assign tasks in AJACS work queues. There are no physical files to track.
Oro Valley Magistrate Court	Improve Court Processes	Form Updating	Handwritten forms have been eliminated—particularly for sentencing documents. Staff now uses all AJACS generate forms.

COURT NAME	STRATEGIC PROJECT	ITEM DESCRIPTION	LOCAL ACCOMPLISHMENT
Oro Valley Magistrate Court	Promote Access to Justice	Walk-in Times	Daily "walk-in" (or call-in) times have been established to allow defendants to talk to the judge about their case.
Oro Valley Magistrate Court	Improve Court Processes	Remote Access	All staff, including Judge, have the necessary training and technology to work remotely. Judge can now connect to courtroom remotely.
Oro Valley Magistrate Court	Improve Court Processes/Access to Justice	Online Dispute Resolution	Received initial training and ODR system is in place. (Will continue to train staff and start to process cases in ODR starting in 2022.
Sahuarita Municipal Court	Improve Commitment and Cooperation	Automate Phone Service for Incoming Calls	Accomplished in 2021

DETAILED PROJECTS MASTER LISTING

This section collects all information technology project-related information for the court during the plan period, Fiscal Year 2023-25 (really January 2021 to July 2025). Projects listed include both those in support of statewide efforts as well as independent strategic technology projects that support the court's strategic initiatives independent from the statewide projects.

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Major Statewide Initiatives and Planning/Impact Information

The tables below provide Commission on Technology with visibility into the demand for the new technology initiatives that require long-range preparation and may have significant impacts on local infrastructures, resources, and training requirements. Courts should consider high-level impact perspectives that factor into their participation in statewide systems and initiatives.

	STATEWIDE PROJECT PARTICIPATION					
Court Name – Project Name	**Brief Project Description**	**Related Statewide Project**	**Participation Scheduling**	**Planned Completion Date**	**Current Project Lifecycle Phase**	**Project Risks, Issues, Concerns**

LOCAL INDEPENDENT PROJECTS

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
AJO JUSTICE COURT				
GREEN VALLEY JUSTICE COURT				
Installation of Kiosk and Computer in Lobby	Kiosk and computer to be installed in lobby for access to AZPoint and fillable court forms	FY 2023		Funding and Security
MARANA MUNICIPAL COURT				
Web Enhancement	Ongoing website improvements	Ongoing	Execute	

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
DIMS Access	Promoting Excellence & Innovation	Ongoing	Initiate	
Document Scanning	Promoting Excellence & Innovation	Ongoing	Initiate	
Forms Improvement	Promoting Excellence & Innovation	Ongoing	Execute	
ORO VALLEY MUNICIPAL COURT				
Court Redesign	Court building improvement. This will need to include updates to the A/V technology in the courtroom(s) and the lobby.	2025	Design phase	Cost and long-term effectiveness. Do not want to create solutions that are only temporary. Want to be thinking of future needs.
Development of Shared Resources	Working with Town IT to create SharePoint site for court policies and procedures. Also creating shared calendar that can be viewed by Legal and PD.	July 2022	Site has been created; permissions granted.	Need training of court staff to function in TOWN environment in addition to STATE. Will require upkeep and maintenance. Will have to navigate permission assignments.
Digital Signatures	Want to have a way to obtain signatures from all parties electronically—especially sentencing documents	2024	In meetings to discuss options	Hope to have AJACS interface. Do not want to use another outside program. Cost is also a concern and ease of use.

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
Audio Devices	Looking to purchase assisted listening devices and interpreter equipment for courtroom.	Dec 2022	Working to include in next budget cycle	Cost concerns and looking into how products can be reused (disposable earpieces? Sanitation needs?)
Laptops for Staff	Considering laptops for all staff members to allow for easier access when working remotely and for easier movement w/in the office	Dec 2022	Working to include in next budget cycle	Can we afford long term increase in equipment rental prices? Cost difference, docking stations/monitors
SAHUARITA MUNICIPAL COURT				
SOUTH TUCSON MUNICPAL COURT				

STATEWIDE INITIATIVE
COURT ACCESS TO MENTAL HEALTH REPOSITORY

Description:

The Committee on Mental Health and the Justice System recommended the creation of a workgroup to analyze and make recommendations to improve processes and coordination among courts handling Title 13, Title 36, or Title 14 proceedings involving a single individual. This information also impacts a Rule 11 proceeding or a subsequent Petition. They concluded that judges and attorneys involved in Rule 11, Title 36, or Title 14 proceedings must have access to basic information about a defendant's involvement in other mental health proceedings, including current location, findings, or pending proceedings in any other court in the state to preclude a finding that may be duplicating or contradictory to other pending matters.

The AOC has been charged with building a repository for Rule 11 information, to be populated by courts, that provides the basic information needed for attorneys to properly secure release of appropriate records from the correct court(s). This data repository will <u>not</u> include medical reports or other case documents. The attorney and/or court will still be responsible for requesting the release of the relevant records.

Anticipated rollout timeline: AOC ITD is developing the case repository, using information categories and subject matter experts identified by the Committee. Connection to the repository by courts is dependent upon loading all data into the central case repository, scheduled for completion in mid-2022.

2. **Timeframe in which needed**: (immediately, next 12 months, 1-2 years, 3-4 years)	Schedule determined by AOC.

2. General Importance or Impact to Your Court: **GVJC**: No current impact. **Marana:** This could increase efficiencies in our Mental Health Court. **STCC;** Will improve knowledge and coordination concerning defendants with cases in multiple courts and with mental health needs.

STATEWIDE INITIATIVE

ENHANCE LJ JUDGE AUTOMATION
(Limited Jurisdiction Courts Only)

Description:
Historically, court automation was significantly structured to take place in the back-office via a judicial administrative assistant, clerk, court information staff, or judicial officer. Current technology advances provide the opportunity to move away from paper and into the digital world. All technology enhancements introduce changes that have some impact on the court and court processes. The LJ AJACS application offers court staff and judicial officers the ability to use the court management system in the courtroom as well as in the back office.

The current AJACS Case Worksheet has been available to all LJ courts since their conversion from AZTEC. A new Judge Automation Focus Group will assess worksheet modifications and enhancements necessary to speed the judicial process and further streamline case processing (both in the courtroom and back office). This focus group will provide valuable feedback and suggestions for module enhancements and development of new features.

In addition, the AJACS system provides judges with electronic case documents and the ability to apply digital signatures to court documents, thereby eliminating the need for excess paper and hardcopy case files. Judges can view all available case documents through the Case Worksheet or Documents tab. Judges can apply their signature electronically to case documents that can then be signed electronically by the defendant. Some additional system enhancements to provide a more efficient electronic case processing experience through AJACS are under consideration and this system functionality will also be reassessed though the LJ Judge Automation project.

Anticipated rollout timeline: Judges and court staff were trained on the use of the worksheet prior to each court's AJACS implementation. Additional features and enhancements determined by the Judge Automation Focus Group are being targeted for analysis, design, and development beginning summer of 2021. Implementation will be accomplished in two phases as future AJACS releases are pushed out. Phase I enhancements are targeted for February 2022 and Phase II priori to the end of calendar year 2022.

2. **Timeframe in which needed**: (immediately, next 12 months, 1-2 years, 3-4 years)	**GVJC**: 1 - 2 years. **STCC**: Match LJ AJACS timeframe.

STATEWIDE INITIATIVE

ENHANCE LJ JUDGE AUTOMATION
(Limited Jurisdiction Courts Only)

2. General Importance or Impact to Your Court: **GVJC**: No current impact. **Marana**: Prior to a recent circuit upgrade, the slowness of inputting information in AJACS and form generation prevented the use of automated forms in the courtroom. With the recent circuit upgrade, the court is exploring the use of automated forms in court and depending on the outcome may be interested in utilizing the additional enhancements currently in development. **OVMC**: Very important. We are functioning fully in AJACS and fully without paper files. Generating individual forms in AJACS is the most time-consuming aspect of sentencing a case in real-time. Also—printing out docs for signatures only to scan them right back into AJACS is not ideal. Faster forms and digital signature integration would be very beneficial to our court. **STCC**: Will assist in case processing and speed of information especially on the bench. Continued automation will benefit the court in moving away from paper files.

STATEWIDE INITIATIVE
ELECTRONIC FILING CASE TYPES EXPANSION **(Including Limited Jurisdiction Courts)**

Description:

Delivering case information online removes the need for clerks to manually enter case data and scan case documents into CMSs, which has been the norm for processing physical paper documents delivered over the counter for decades. The goal of this statewide initiative remains to enable the e-filing of all case types in all Arizona courts. All general jurisdiction courts support civil case e-filing and all courts support protective order e-filing. Work is getting underway on family court and justice court e-filing.

As technologies evolve and more experience is gained, new concepts and approaches will be introduced to handle e-filing more efficiently and effectively. Equally important is reducing the cost of maintaining physical paper managed by each court. The current focus is to expand the implementation of e-filing by supporting additional case types. Functional enhancements planned include filing fees collection for the applicable case types, improved user experiences for each case type, case initiation support in Family cases, at a minimum, as well as system-to-system e-filing support in General Jurisdiction and Limited Jurisdiction courts.

Depending on the case type, an estimated 70 percent or greater of limited jurisdiction submissions are made in bulk by a handful of law firms, particularly in Eviction Action and Regular Civil cases. The delivery approach to be taken will consist of identifying the data required to create and supplement each case type, design and develop the user interface for each case type, and ensure that the message exchanges carry all requisite data and documents required for judge decision-making.

Anticipated rollout timeline: Varies by level of court and case type. Case types (e.g., General Jurisdiction Family, Probate, Guardianship Conservator, Criminal, Juvenile Delinquency, Mental Health; Limited Jurisdiction Eviction Action, Regular Civil, and Small Claims) will be delivered on a case type-by-case type basis. Depending on the need, such as post-pandemic relief, the development of certain case types will take priority over others. Once user interface-based e-filing is established, attention will turn to the handful of law firms who want to support their bulk e-filing needs via system-to-system LegalXML message exchanges.

2. **Timeframe in which needed**: (immediately, next 12 months, 1-2 years, 3-4 years)	**GVJC**: 3 - 4 years. **STCC**: Match LJ AJACS timeframe.

STATEWIDE INITIATIVE **ELECTRONIC FILING CASE TYPES EXPANSION** **(Including Limited Jurisdiction Courts)**
2. General Importance or Impact to Your Court: <u>**GVJC**</u>: No current impact. <u>**Marana**</u>: Unable to determine from synopsis if this will impact our court. <u>**OVMC**</u>: E-filing would be very helpful, especially as it would reduce the number of steps. <u>**STCC**</u>: Will benefit the court in moving away from paper files and providing more abilities for defendants to obtain/provide documents without having to physically appear.

STATEWIDE INITIATIVE

PROSECUTOR/DEFENDER CRIMINAL CASE INTEGRATION

Description:

Prosecutors and Public Defense attorneys desire to e-file their submissions from within their respective Records Management Systems (RMSs). In this circumstance, the RMS functions as a third-party EFSP so the standard e-filing system user interface is not used. The implementation approach, called system-to-system e-filing, calls for the integration of data-carrying message exchanges communicated between the RMSs and the statewide e-filing system based on the OASIS LegalXML Electronic Court Filing v4.01 international standard, augmented by the Arizona Supreme Court's LegalXML extension schema and written specifications. The statewide e-filing system currently supports these message exchange standards. This project may also require expanding the scope of standard e-filing to support Arizona Disposition Reporting System (ADRS) updates.

Each prosecuting attorney and public defender organization will require support from their respective RMS providers to develop the message exchange interfaces necessary to support system-to-system e-filing. Each vendor's implementation will be certified by the AOC before being permitted to e-file in the Court's production environment.

Anticipated rollout timeline: Varies by level of court and case type. The greater the number of different RMS products involved, the longer the implementation schedules will be.

2. **Timeframe in which needed**: (immediately, next 12 months, 1-2 years, 3-4 years)	**GVJC**: 3-4 years. **Marana**: Matches LJ AJACS time frame. **STCC**: 3-4 years.

2. **General Importance or Impact to Your Court**: **GVJC**: No current impact. **Marana**: Unable to determine from synopsis if this will impact our court. **STCC**: This could benefit the court. Previous prosecutor and public defender looked into RMS products, but they are no longer retained on staff.

STATEWIDE INITIATIVE
APETS REPLACEMENT

Description:

The scope of this project is to replace the current statewide Adult Probation Case Manage-ment System, APETS, with a modern, commercial-off-the-shelf solution that meets Adult Probation's needs and requirements. The commitment is to find a statewide approach and solution that meets the needs of the state's very diverse user groups; the merits and features of the systems will be evaluated against these statewide needs to determine suitability. Some of the target features for a replacement case management system include modernization, mobility, and managerial analytics. Maricopa County transitioned management of this effort to AOC, with continued statewide representation and engagement.

The initial RFP was published on June 9, 2021. The Court later determined that the RFP was overly complex and did not provide clear enough instructions and guidance for vendors resulting in its cancellation. Once completed, the re-drafted RFP will be published and will track to a revised timeline for the evaluation and procurement activities to be completed.

Anticipated rollout timeline: A product must first be selected and a contract secured with the awarded vendor. Once completed, AOC will begin working with the vendor to establish the project plan and associated timeline. A rollout strategy will also be established to assist counties in preparing for the target timeframes to begin transitioning to the new case management system.

3. **Timeframe in which needed**: (immediately, next 12 months, 1-2 years, 3-4 years)	**GVJC**: 3-4 years. **STCC**: N/A

2. General Importance or Impact to Your Court: **GVJC**: No current impact. **Marana**: N/A. **OVMC**: Of major importance—this would allow our paperless environment to function more seamlessly. A big step would be for e-filing of long forms (the same way e-citations can be directly interfaced into AJACS). **STCC**: Probation at the court is unsupervised so this would not be applicable or beneficial.

STATEWIDE INITIATIVE

ELECTRONIC WARRANT EXPANSION

Description:

The purpose of the eWarrant effort is to enable automated statewide arrest warrant processes for all Arizona jurisdictions to streamline the overall process though reliance on a single, trusted warrant repository in the state. The project is currently investigating various technical options. Provided sufficient funding can be obtained, following proof of concept and license negotiation with a key supporting vendor, the eWarrants Project will undertake full automation of existing warrant processes from end to end in a consistent manner throughout the entire State for courts and law enforcement agencies.

When a court issues or quashes a warrant, a CMS interface will electronically generate a transaction to be sent to the JWI system at DPS for law enforcement to act upon. Once the warrant has been executed by law enforcement and updated in JWI, the court will be electronically notified via AJACS. This round-trip process will keep warrant issues and servers in synch with each other and enable near-real-time notification between agencies on warrant-related activities, removing the guesswork that has plagued the paper system.

Anticipated rollout timeline: Following a pause for implementation of new warrant forms, AJACS enhancements have been made and testing with several pilot courts, JWI, and DPS is nearing completion. A timeline for statewide rollout will be predicated on the readiness of local law enforcement agencies that file into each court.

3. **Timeframe in which needed**: (immediately, next 12 months, 1-2 years, 3-4 years)	**GVJC**: 3-4 years. **Marana**: Matches LJ AJACS timeframe. **STCC**: Matches LJ AJACS timeframe.

2. General Importance or Impact to Your Court: **GVJC:** This would be a great plan in synching records with law enforcement to prevent mistakes. **Marana**: If reliable and accurate, this could increase efficiencies for the court. **OVMC**: We are interested in eWarrants, but only if all warrant types will transmit in the same way. Would like to see more of the bugs worked out before we implement here. **STCC**: This would be of benefit with the processing of warrants and general knowledge between all state courts and LEAs.

STATEWIDE INITIATIVE

COURTROOM AUTOMATION

Description:

The AJACS Case Management System provides automated case processing and workflow that assist court personnel with efficient management and disposition of court cases. Now that AJACS has been fully deployed to all ACAP courts the time has come to review the effectiveness of the application and identify further areas of improvement that will streamline court operations, specifically within the courtroom. To achieve this goal, modifications and enhancements to the Scheduling and Case Worksheet modules, as well as automated forms generation will be reviewed and analyzed. The LJ AJACS User Group will be asked to assist with identifying specific system functionality and workflows that should be enhanced and will act as subject matter experts. They will assist with testing as modifications are made.

In addition to the AJACS modifications, courts will have access to a digital evidence portal for acceptance, management, and courtroom presentation of any evidence that can be submitted in a digital form. The additional use of digital evidence technology in the courtroom may require additional equipment or improvements to existing A/V equipment.

Anticipated rollout timeline: Analysis of current functionality and business requirements gathering of enhancements will begin with LJ AJACS User Group at the November 2021 meeting. Development will be prioritized and planned for future AJACS releases beginning in the summer of 2022. Digital evidence is in the pilot phase with general rollout anticipated to begin late in FY22.

3. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	**GVJC**: 1–2 years. **Marana**: Matches LJ AJACS timeframe. **STCC**: Matches LJ AJACS timeframe.

2. General Importance or Impact to Your Court: **GVJC**: This would be an important program for this court to implement due to Covid-19 protocols. **Marana**: Depending on system speed and capabilities, these enhancements could improve efficiencies in the courtroom and with evidence processing. **STCC**: Any process that streamlines operations is beneficial.

STATEWIDE INITIATIVE

ONLINE DISPUTE RESOLUTION DEPLOYMENT

Description:

Consistent with the goal of promoting access to justice and the recommendations of the Fair Justice Task Force, the Judicial Branch is working to reduce the time and expense in certain types of cases by allowing litigants to resolve disputes without ever coming to the courthouse. An online dispute resolution (ODR) system would facilitate evaluation, negotiation, and judicial decision in those case types.

A Criminal Misdemeanor ODR project was initiated to assist courts in limiting the number of in-person proceedings during the COVID pandemic, per Administrative Order 2020-48. The project will allow the arraignment and plea negotiation of criminal misdemeanor cases to occur online asynchronously. The program will allow for self-represented defendants as well as defense counsel to interact with the prosecutor. Documents can be executed and exchanged between parties and the court. This process alleviates in-person contact and allows options for prosecutors and defense counsel to continue to resolve cases while working remotely.

The AOC received $110,600 in Arizona Coronavirus Emergency Supplemental Funding (ACESF) for the purposes of implementing the Criminal ODR project. A contract and amendment have been signed with Court Innovations (Matterhorn) to deploy the application to 22 total limited jurisdiction courts.

Anticipated rollout timeline:

ODR has been implemented in 9 courts, 6 additional courts have been trained and go-live is pending prosecutor readiness. The remaining 7 courts are targeted to be implemented in FY22.

3. **Timeframe in which needed**: (immediately, next 12 months, 1-2 years, 3-4 years)	**GVJC**: Next 12 months. **Marana**: Currently implemented. **STCC**: N/A

2. **General Importance or Impact to Your Court**: **GVJC**: The Green Valley Justice Court currently provides an in-person mediation program. This would allow for disputes to be resolved online to assist in maintaining Covid-19 protocols. **Marana**: At this point, we have not had anyone with an eligible case elect to participate in ODR. **OVMC**: We are pending a go-live date. Hope to see more integration with AJACS in the future. **STCC**: This court looked at being a pilot court for this program, but it was decided that it would benefit a larger court over our court.

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STATEWIDE INITIATIVE

LJ PUBLIC SAFETY ASSESSMENT AUTOMATION

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Description:

This project involves developing an automated process for completing the Public Safety Assessment (PSA) report, a pretrial release assessment which is currently prepared by pretrial officers for judges to use when establishing release conditions for persons arrested for crimes. The long-term goal is to develop an automated system that would eliminate or significantly reduce the workload and amount of time it takes to complete a PSA, enabling the PSA to be used in additional limited jurisdiction courts which may not have pretrial services staff to conduct the assessment.

Project Phases One and Two built the infrastructure within the Justice Web Interface (JWI) to include the PSA questions and PSA report with calculated risk scores. Phase Three was anticipated to analyze and scope the creation of a fully automated process, including FTAs and out-of-state offenses. It was expected that automation would be developed for evaluating and answering the nine questions contained in the assessment, including evaluating information from 18 states that have determined violent offense lists for their jurisdictions. Changes in the statewide criminal history information service also created challenges for Phase Three, as information was received and parsed differently, causing additional time and work effort. Achieving the goal of full automation requires additional development and project phases to evaluate violent offenses in the remaining 31 states.

Developing a process for automatically initiating the PSA at the time a person is booked or fingerprinted, an additional long-term goal, requires additional stakeholders and buy-in, posing a significant challenge.

Anticipated rollout timeline: Phase Three development work is on hold awaiting resources anticipated to be available in February 2022. Additional phases are possible but not yet planned.

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2. **Timeframe in which needed**:
(immediately, next 12 months, 1-2 years, 3-4 years)

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GVJC: 3–4 years. **Marana**: Matches LJ AJACS timeframe. **STCC**: Matches AOC timeframe.

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2. **General Importance or Impact to Your Court**: **GVJC**: No current impact. Marana: In Pima County, a PSA is done on all booked misdemeanants and is available to the court through a county site. However, integrating this in AJACS would prevent reliance on an outside entity to provide the information. **STCC**: Don't see a large importance or impact for our court.

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STATEWIDE INITIATIVE

JOLTSᴀᴢ DEPENDENCY & OFFICER UI (PROBATION)

Description:
The Dependent Children Automated Tracking System (DCATS) is the system of record used by the counties to enter statistical information on cases and volunteers. It is extensively used by both Court Appointed Special Advocates (CASA) and Foster Care Review Board (FCRB) for day-to-day tasks and activities. DCATS technology is outdated and must be replaced. In addition, all Dependency data needs to be housed in one location to eliminate a significant amount of duplicate data entry. A multi-phase development and conversion effort is ~~getting~~ underway to accomplish these tasks.

Technical evaluations are in progress for interface changes to JOLTSaz to provide a front-end web application for field officers, as currently used by Pima Juvenile Probation, for performing needs and strengths assessments for juveniles to further adopt evidence-based practices.

Anticipated rollout timeline: DCATS replacement requirements have been gathered and development is in progress. The rollout is projected to begin in Fall 2022. JOLTSaz interface changes are planned but no analysis or requirements work has begun. Once complete, the work effort can be estimated and a project plan established.

2. Timeframe in which needed: (immediately, next 12 months, 1-2 years, 3-4 years)	**GVJC**: 3-4 years. **STCC**: Matches AOC timeframe.

2. General Importance or Impact to Your Court: **GVJC:** The court has a low number of cases that require a court advocate. **Marana**: N/A

STATEWIDE INITIATIVE
DIGITAL EVIDENCE ROLLOUT

Description:
Following the recommendations of the chief justice's Digital Evidence Task Force, Commission on Technology's Technical Advisory Council crafted a vendor-developed cloud solution or handling the full lifecycle of digital evidence that could be implemented within two years. Governance bodies gave approval for the concept. Clerks will be provided tools and services to manage digital evidence and access to it within the portal solution. Attorneys and self-represented litigants will have the ability to upload evidence and present it from its digital form during court proceedings.

Post-COVID, remote court operations greatly increased the pressure for a solution and accelerated the timeline for proving the concept in pilot courts. In the interest of time, CaseLines from Thomson-Reuters, a packaged solution that addresses only the courts' portion of the evidence lifecycle, was selected for a demonstration project as pricing details and a payment model were negotiated.

Mohave Superior Court was the first court to have staff trained and to go live for hearings in civil and criminal case types.

Anticipated rollout timeline: Digital evidence remains in the pilot phase for various case types at multiple courts. A more general rollout is anticipated to begin in mid-FY22, depending on availability of AOC resources.

3. **Timeframe in which needed**: (immediately, next 12 months, 1-2 years, 3-4 years)	**GVJC**: 3-4 years. **STCC**: Matches AOC timeframe.

2. General Importance or Impact to Your Court: **GVJC**: Green Valley Justice Court is in the process of implementing a remote system for court hearings, which will assist in submission of digital evidence. **Marana**: This portal should be of benefit to court operations. **OVMC**: This would be very beneficial. We are struggling with a solution for digital evidence—submission/retrieval/purging and the general storage of larger files like videos.

E.   LOCAL INFORMATION TECHNOLOGY RESOURCES

LOCAL TECHNOLOGY RESOURCES				
			Number of:	
Court Name	State Device Cost	Other Technical Cost	Court FTE Technical Staff	City or County FTE Technical Support Staff
Ajo Justice Court	$11,960	0	0	0
Green Valley Justice Court	$13,000.00	$7,807.00	0	1
Marana Municipal Court	$17,934.42		0	.1
Oro Valley Magistrate Court	$17,000.00	$3,000.00	0	0
Sahuarita Municipal Court	$14,971.62	$1,053.00	0	0
South Tucson City Court	$6,000			0

F. Court Hardware Environment

F.1 Court Hardware for Special Functions

Court Name	Number of:				
	Public Access PCs	In Courtroom PCs	In Chambers PCs	Dedicated Imaging/ Scanning Workstations	Dedicated Training + COOP PCs
Ajo Justice Court	0	2	1	0	0
Green Valley Justice Court	0	2	1	0	0
Marana	1	1	0	0	0
Oro Valley	0	2	1	0	0
Sahuarita Municipal Court	0	4	2	1	0
South Tucson	0	0	1	1	0

F.2 Court Servers by Operating System

Local Server Information					
Court/Dept.	# Brand / Model	Operating System	Database	Managed by	Use/Applications
Oro Valley	VMware Virtual Server	Windows Server 2012 R2		Anthony Garcia	Jury Software (JSI)
Oro Valley	Netapp FAS2240-2	Netapp ONTAP 8.1.4P1 7-Mode		Anthony Garcia	Court Recordings

G. COURT NETWORK ENVIRONMENT

Court network is the Arizona Judicial Information Network (AJIN), maintained by the AOC, and all court computer equipment is attached to it.

H. NON-ACAP COURT/CITY APPLICATIONS INFORMATION

This section collects all **locally-supported** justice or municipal court information technology applications-related information by functional categories (case/financial management, document management, data integration/warehouse, web development, audio/video records, jury management, public service/public access) including court name, application function, name of the software or system, whether homegrown or vendor name, whether proprietary or what standards used, current age, remaining life anticipated, and planned replacement strategy. Emphasis is on the age of each current system and the plan for its replacement.

Local Applications					
Application Name	**Description of Application**	**Developed/ Supported by**	**Vendor Package, Bolt-On, Standalone**	**Implementa tion Date**	**Replacement Date/Strategy**
Case File Labels	Custom labels for case files	TabQuik	Package		
Forms Generation/ Processing	Form template saved on a flash drive for use in courtroom (Minute Entries)			2015	South Tucson
Court performance / metrics tracking tool					
Crystal Reports / Enterprise	Ad Hoc Reporting	Seagate	Package		

Local Applications					
Application Name	**Description of Application**	**Developed/ Supported by**	**Vendor Package, Bolt-On, Standalone**	**Implementa tion Date**	**Replacement Date/Strategy**
Other report writing tool	A report-writing tool for user ad hoc reports from various applications.				
Server operating system		Local staff			AOC (STCC)
Electronic storage (SAN, NAS, etc)		Local staff			AOC (STCC)
Data backup / recovery system	Used for disaster recovery and business continuity				AOC (STCC)
Problem and change management					
Software configuration management					
Hardware and software inventory					
Procurement / Materials Mgmt					
Adobe Acrobat **Professional**	A purchased product that enables construction and editing of pdf files	Adobe Local PC	Package		AOC (STCC)

Local Applications					
Application Name	**Description of Application**	**Developed/ Supported by**	**Vendor Package, Bolt-On, Standalone**	**Implementation Date**	**Replacement Date/Strategy**
Project management / tracking					
Videoconferencing Software	Remote appearance in courtroom				
Terminal Server	Remote access to applications				
Timekeeping	Munis	Local PC	Package		Oro Valley Muni
Timekeeping	ADP	Local	Package		South Tucson
Human Resources	Munis	Local PC	Package		Oro Valley Muni
Other Timekeeping					
Other Human Resources					
Local Virus prevention	Virus detection software to protect local PCs/servers	Local PC and Various Servers	Package		
Local collections tracking					
Pre-adjudication payment/online pmt processing / non-integrated web payments	Non-integrated web payments	nCourt		2016	Oro Valley Muni (Hoping to discontinue use in 2022)

Local Applications					
Application Name	**Description of Application**	**Developed/ Supported by**	**Vendor Package, Bolt-On, Standalone**	**Implementation Date**	**Replacement Date/Strategy**
Digital Audio for Courtroom recording	Digital audio recording software	Liberty Court/JCG Technologies	Vendor Pkg	2007	
Video for courtroom recording					
CapturePerfect	Scan S/W	Canon	Vendor Pkg		
PaperStream Capture	Scan S/W	Fujitsu	Vendor Pkg		
Integration- electronic data sharing with county/city law enforcement	e-Citation	APS SmartPrint, AZTraCS, and DPS Citation Explorer	Bolt on	2/2014 (APS) 11/2011 (DPS) 10/2020 (AZTraCS)	Phasing out APS in 2021 – replacing with AZTraCS (Marana)
Integration- electronic data sharing with county/city law enforcement					
Integration- electronic data sharing with city/county prosecutor					
Integration- electronic data sharing/reporting of _____ to _____.					

Local Applications					
Application Name	**Description of Application**	**Developed/ Supported by**	**Vendor Package, Bolt-On, Standalone**	**Implementation Date**	**Replacement Date/Strategy**
Data warehouse					
Public access					
Bulk data by subscription					
Court Website	Provides general information for participating court as well as other special features	Town of Marana	Standalone		
Court Website	Provides general information for participating court as well as other special features	Town of Oro Valley	Standalone		Oro Valley Muni
Court Website	Provides general information for participating court as well as other special features	Local	Standalone		
Interactive Voice Response System	Provides callers access to court information over the telephone				